

# Montana Department of Public Health and Human Services



## **INFORMATION TECHNOLOGY PLAN**

**May 14, 2004**

## INTRODUCTION

The Montana Information Technology Act (MITA) requires each state agency to develop and maintain an agency information technology (IT) plan that establishes agency goals and objectives regarding the development and use of IT and provides details about how each agency intends to participate in meeting the goals of the State Strategic IT Plan. MITA defines an agency as any entity of the executive branch, including the university system. Each agency plan must project major activities and costs over a 6-year time period, consisting of the biennium in which the plan is written and the two subsequent biennia. FY04 through FY09 is the span for this planning cycle.

Each agency plan should project activities and costs over a 6-year time period. The planning period for the current plan is FY04 – FY09.

In addition, the state must also produce a biennial report based on individual agency biennial reports that analyze the state's IT infrastructure (value, condition, and capacity), evaluate the performance of the state's IT capabilities and assess progress made toward implementing the State IT Strategic Plan. Therefore, agencies will not be asked to provide detailed information as to their IT environment in this strategic planning exercise. ITSD will be working with agencies later this year to gather this information.

New investments in information technology can only be included in the Governor's budget if the proposed investment is contained in an approved agency plan.

## DOCUMENTS TO REVIEW

Each agency should review the following material in preparation for completing their IT strategic plan.

- Your current agency strategic business plan and previous agency IT strategic plan
- IT policies and standards:  
<http://www.discoveringmontana.com/itsd/default.asp>
- Information Technology Act (2-17-501 through 523, MCA)
- Montana State Strategic Plan For Information Technology:  
<http://www.discoveringmontana.com/itsd/stratplan/statewideplan.asp>

- Relevant Legislation
- Security Related Technologies

## GENERAL PLANNING POINTS

- The agency plan should be a strategic tool and not a tactical day-to-day operational schedule.
- The agency plan should provide relevant information to support the agency Budget Requests and to allow budget analysts to make informed decisions. MITA requires the Department of Administration to make recommendations to the Office of Budget and Program Planning on agency IT budgets with respect to the State of Montana Strategic Plan For Information Technology.
- Agency plans should provide enterprise-planning information. This will be valuable for prioritizing statewide technology projects.

## SUGGESTED PREPARATION OF IT PLANNING

- Establish the agency planning project. Establish the planning team, leader, and timetable.
- Review the recommended documentation
- Identify social, technological, economic, and political trends that affect the agency and its IT systems and organization
- Review current business processes and evaluate whether they are adequate
- Assess whether the current IT systems and staff satisfy agency requirements

## SUGGESTED STEPS FOR WRITING THE PLAN

- Define an IT mission and vision for supporting the agency
- Brainstorm ideas for improvement
- Develop goal statements that define the agency's direction for technology
- Identify strategies that will move the agency toward the IT goals. Groups of related strategies or very large/significant strategies could be labeled initiatives. Evaluate and prioritize these initiatives.
- Estimate the resources and budgets necessary to implement the strategies and initiatives

## AGENCY TEMPLATE SUBMISSION

After the agency strategic plan is complete, transfer the information to the Agency Template and submit the Template to your ITSD analyst. Templates may be submitted early. Include a transmittal letter from your agency head containing the following wording:

*"Pursuant to the Information Technology Act of 2001, the (entity name) presents its plan for information technology for the period July 2003 through June 2009. This plan represents the Information Technology goals, objectives and strategies of the (entity name) and has been reviewed and approved by \_\_\_\_\_, agency head."*

## STRATEGIC PLANNING TIMETABLE

- February 11-12: Strategic Planning Primer presentations
- March 1: ITSD submits State Strategic Plan for IT to governor and LFC
- March 1-5: Training on the Agency Template
- March 5-May 14: Agency strategic business plan and IT plan development
- April 1: State Strategic Plan for IT released
- May 15: Last day to electronically submit Agency Template to your ITSD analyst
- May 15-June 30: ITSD reviews plans, obtains clarifications, requests changes
- June 30: Final day for ITSD to approve Agency IT Plans
- November 15: Office of Budget and Programming Planning and ITSD submit a summary of major new IT projects

## ITSD AGENCY ANALYST ASSIGNMENTS

Information Technology Services Division, Policy and Planning Services Bureau, Kyle Hilmer 5476

### Agency-Analyst Assignments

Barry Bass	G. Scott Lockwood	Tom Murphy	Kay Richford
9866	2655	1958	0415

### AGENCY-ANALYST ASSIGNMENTS

Department/Agency	Analyst
Administration	Murphy
Public Employees Retirement	Bass
Teacher's Retirement	Bass
State Lottery	Murphy
Montana State Fund	Bass
State Banking	Murphy
ITSD	Murphy
Agriculture	Bass
Arts Council	Lockwood
Auditor, State	Richford
Commerce	Murphy
Board of Housing	Murphy
Board of Investments	Murphy
Corrections	Lockwood
Education, State Board of Public	Lockwood
Environmental Quality	Bass
Fish, Wildlife & Parks	Bass
Governor's Office	Lockwood
Budget Office	Lockwood
Higher Education, Commissioner	Lockwood
Historical Society	Lockwood
Justice	Richford
Labor & Industry	Lockwood
Library, State	Richford
Livestock	Bass
Military Affairs	Lockwood
Natural Resources & Conservation	Bass
Political Practices	Richford
Public Health & Human Services	Richford
Public Instruction	Lockwood
Public Service Regulation	Richford
Revenue	Bass
School for the Deaf and Blind	Lockwood
Secretary of State	Richford
Transportation	Murphy
Legislative Branch	Murphy
Judicial Branch	Richford

## SECTION 1: AGENCY CONTACT INFORMATION

Indicate the Agency Name and the IT Plan's responsible contact person(s) in the appropriate role category.

■ AGENCY NAME:

[\[Click Here To Enter Data\]](#)

■ ROLE: Plan Owner

Name: Mike Billings

Telephone: 406-444-4133

E-mail: mbillings@state.mt.us

■ Role: IT Contact

Name: Jamey Schneider

Telephone: 406-444-4398

E-mail: jaschneider@state.mt.us

■ Role: IT Contact (Alternate)

Name: Dan Forbes

Telephone: 406-444-1794

E-mail: dforbes@state.mt.us

## SECTION 2: AGENCY MISSION & AGENCY IT MISSION

### 2.1 AGENCY MISSION STATEMENT

Describe the mission of the Agency stating why the agency exists.

"To improve and protect the health, well-being and self-reliance of all Montanans"

### 2.2 AGENCY IT MISSION STATEMENT

Describe the Agency's IT mission.

To provide state-of-the-art technology critical to the efficient and effective implementation and support of all department operations and programs.

## SECTION 3: AGENCY PROFILE

Explain the business service areas of the agency and whom they impact. This should include the agency divisions, their primary customers, partners and other organizations that have an interest in the agency's activities. Please identify how the agency interacts with these other agencies, local governments, the public, businesses, and other entities.

The Montana Department of Public Health and Human Services (DPHHS) administers a wide spectrum of programs and projects, including: welfare reform - Families Achieving Independence in Montana (FAIM), Medicaid, foster care and adoptions, nursing home licensing, long term care, aging services, alcohol and drug abuse programs, mental health services, vocational rehabilitation, disability services, child support enforcement activities, and public health functions (such as communicable disease control and preservation of public health through chronic disease prevention).

The Department is also responsible for all state institutions except prisons. DPHHS facilities include: Montana State Hospital, Warm Springs; Montana Mental Health Nursing Care Center, Lewistown; Montana Chemical Dependency Center, Butte; Montana Veterans' Home, Columbia Falls; and Montana Development Center, Boulder.

The Department is organized in twelve separate Divisions. Functionally, the Department covers eleven program areas, including the ten divisions and the Director's Office. These divisions and program areas are described below.

### **1). DIVISIONS/PROGRAM AREAS:**

Note: Sixty-one specific "programs" are described at <http://www.dphhs.state.mt.us/> under "Programs". This site provides a listing and description of all services provided by the Department.

### **Director's Office**

The Director provides direct supervision over the child and family services, child support enforcement, fiscal services, public health and safety, human and community services, operations and technology and quality assurance divisions. In addition, the Director provides supervision to the Deputy Director, the Office of Legal Affairs, Office of Human Resources and to the public information officer and prevention resource center.

The Deputy Director provides direct supervision over the Addictive and Mental Disorders, child and adult health resources, disability services, blind and low vision services and senior and long term care divisions. In addition, the deputy director provides supervision to the office of program finance, and the medicaid eligibility functions of the human and community services division.

The Office of Program Finance is responsible for helping the department maximize the effective use of funds through refinancing and the maximization of revenue, identifying and creating efficiencies, and the generation of savings.

The Office of Legal Affairs provides legal assistance to the department, supervises the adoption of administrative rules, and coordinates the use of external legal counsel.

The Office of Human Resources includes the administration of the classification and pay plans, employee relations, labor negotiations, leave administration, development of an affirmative action plan for equal employment opportunity (EEO) and employment of the disabled, and staff development training.

The Public Information Officer provides information to the public about the agency's programs and services.

The Prevention Resource Center assists Montana comprehensive youth prevention programs in areas such as substance abuse, child and family safety, violence and crime.

*Primary Beneficiaries:* The primary beneficiaries are the clients eligible under the major programs; the 56 Montana county departments; the enrolled tribal members of a federally recognized tribe whose reservation lies within the exterior boundaries of Montana; contractors involved with the Director's office or affiliated programs. Management of the agency is the prime responsibility of the Director's office, therefore all clients contractors, providers, and employees benefit for the activities of the Director's office.

*Partners and Stakeholders:* The partners and stakeholders are our clients, contractors, health care providers, Montana's 56 counties, the federal government, and tribal governments of federally recognized tribes whose reservation lies within the exterior boundaries of Montana.

*Other organizations that have an interest in our activities (as a service area):* Other departments in state government interact with the DPHHS in many ways. This includes collaborative programs within the Department of Labor and Industry, the Department of Administration and the Department of Revenue. DPHHS works with the Department of Labor and Industry in relation to programs such as vocational rehabilitation to benefit of our clients. Partnerships related to revenue collection and computer systems are activities

affected by the relationship between DPHHS, the Department of Revenue, and the Department of Administration.

### **Addictive and Mental Disorders Division**

This division provides, directly and through independent providers, a statewide continuum of prevention, treatment and rehabilitation services for people with chemical dependency and mental illness. The division is divided into three bureaus and administers and supervises three state facilities.

The Montana State Hospital at Warm Springs provides inpatient psychiatric hospital services to adults with serious mental illness.

The Montana Chemical Dependency Treatment Center at Butte provides drug and alcohol treatment services for adults.

The Montana Mental Health Nursing Care Center at Lewistown provides long term care for people with mental illness who require nursing home care.

The Chemical Dependency Bureau is responsible for program development, planning, technical assistance, and contract management in support of chemical dependency programs.

The Operations Bureau is responsible for budgeting, contract development and monitoring, federal fund management, information systems and long range building.

The Mental Health Services Bureau is responsible for planning, funding implementation, and evaluation of community mental health programs for adults.

*Primary Beneficiaries:* Primary beneficiaries of AMDD services are low-income children and adults with chemical addictions and mental illnesses. Prevention activities in the chemical dependency program benefit all Montanans.

*Partners and Stakeholders:* AMDD works closely with service provider organizations, groups that advocate on behalf of program consumers and their families and other public agencies serving people with mental and chemical dependency disorders.

*Other organizations that have an interest in our activities (as a service area):* Within DPHHS, the Child and Family Services, Disabilities, and Human and Community Services Divisions share consumers and program policy issues with AMDD. In addition, public schools, low-income housing programs, law enforcement and correctional programs have interest in AMDD's programs.

*How the agency interacts with these other agencies, local governments, the public, businesses, and other entities -* How the agency promotes customer focus and collaboration with these groups: AMDD has a broad-based Advisory council for the mental health program and regularly meets with groups representing various mental health and chemical dependency interests. The division publishes a semi-weekly newsletter to maintain good communications with interested groups and individuals. In addition, the Division maintains a

toll-free telephone number to receive questions, comments and complaints about its services and programs.

### **Child and Adult Health Resources Division**

This division administers children's mental health and health related services and Medicaid services for adults.

The Children's Mental Health Services Bureau has responsibility for planning, operating, coordinating and ensuring quality services in all aspects of a statewide program for publicly funded mental health services for children and adolescents.

The Health Care Resources Bureau is responsible for maintaining health care service delivery systems for the Children's Health Insurance Plan (CHIP) and Children's Special Health Services (CSHS).

The Medicaid Services Bureau manages the following services in the Montana Medicaid program which include: primary care, managed care (but not including mental health), hospital, federally qualified health center and rural health clinic.

### **Child and Family Services Division**

This division administers programs to protect children and youth from abuse, neglect and abandonment. The division works with communities and providers to support the strengths of families to increase their ability to nurture and provide for their children. The division provides child protective services (including investigatory services, emergency protective services, voluntary protective services, court-ordered protective services, and permanency services) to children and families; licenses family foster homes, child placing agencies and adoption agencies; and provides adoption services to children in the custody of the State of Montana. The division has three bureaus and five field regions.

The Program Bureau is responsible for employee training, administration of interstate compacts for foster care and adoption, licensing adoption agencies, administering grants for programs involving domestic violence, child abuse and neglect, access and visitation, Children's Trust Fund and the Children's Justice Act. The bureau is also responsible for coordinating state and federal relations including the development of federally required state plans, contract monitoring, and program compliance. The bureau drafts administrative rules and policy and provides technical assistance and support to field staff in the areas of: in-home services, family support and preservation, child protective services, foster care, guardianship, adoption and permanency, independent living and Indian child welfare.

The Operations and Fiscal Bureau is responsible for the management and coordination of financial activities, information systems liaison, legislative budget preparation, evaluation and benchmark analysis, and coordination of supplies, leases and equipment.

The Centralized Intake Bureau is responsible for the operation of the statewide centralized intake system. This receives all reports of suspected child abuse, neglect, or abandonment statewide from both mandatory and discretionary reporters seven days a week, 24 hours a day.



The Division Administrator is responsible for the overall administration of the division's programs including direct supervision of the regional administrators and bureau chiefs, developing the division's legislative plan and allocation of resources throughout the division.

*Primary Beneficiaries:* The primary beneficiaries are Montana's children and families affected by neglect, abuse, and abandonment. The Division provides mandated protective services to children who are abused, neglected or abandoned. Other beneficiaries are adoptive parents and guardians who desire to provide safe living situations for children who cannot return to the homes of their biological parents. Other beneficiaries include parents of children who require services and/or treatment to create a safe living environment for their children.

*Partners and Stakeholders:* The partners and stakeholders are: legislators; service providers such as foster parents, group homes, institutions providing therapeutic treatment, domestic violence shelters, therapists, mental health workers, chemical dependency treatment programs, parenting education trainers, home visitors, transitional living skills trainers, Big Brothers and Sisters Programs, and others; district court judges, county attorneys, court appointed special advocates, guardians at litem, foster care review committees, and citizen review boards; members of state and local child and family services advisory councils; schools; law enforcement; private physicians, and other mandatory reporters; tribal court judges, tribal social services staff, and ICWA expert witnesses; and others involved in Montana's child welfare system.

*Other organizations that have an interest in our activities (as a service area):* The Division also interacts with Department of Corrections by performing CAPS processing for children in the correctional system and the Department of Justice for legal services.

*How the agency interacts with other agencies, local governments, the public, businesses, and other entities - How the agency promotes customer focus and collaboration with these groups:* For the past four years, the Child and Family Services Division Management Team has been committed to relationship building with external community stakeholders. Most recently, this commitment included meeting with and obtaining input from external community stakeholders in preparation for the 2001 Legislative session. The modifications to the goals and objectives submitted in the 2001 annual progress report reflected input received during the planning progress and action taken by the 2001 Legislature.

The responsibility for assuring on-going involvement of local community stakeholders in the Division's planning activities resides with the Division's Local and State Advisory Councils. Each of the Division's five regions has at least one Local Advisory Council. During the past four years, each Regional Administrator has worked to assure the local councils in his/her region are viable, active councils.

Statewide, 90 local community stakeholders serve on eight local councils. The local stakeholders represent a cross-section of community agencies. The agencies represented in this cross-section include, but are not limited to, schools, public health departments, juvenile probation officers, foster care providers, children's mental health, child care providers, tribal agencies, ministerial association, legislature, CASA, children's services providers, county commission, and law enforcement. The local councils meet quarterly and provide on-going input/feedback regarding Division programs.

The responsibility for assuring on-going involvement of State stakeholders in the Division's planning activities resides with the Division's State Child and Family Services Advisory Council. Membership of this council is comprised of the chair of each local advisory council, legislators, an attorney, the Executive Director of the Montana Chapter of the National Association of Social Workers, a CASA/prevention program representative, and a member of the Department Native American Advisory Council. The state council meets quarterly. A staff person for the Montana Court Assessment Project regularly attends these meetings.

In addition to the State Advisory Council, State stakeholders are involved in agency planning via informal, on going communication between State stakeholders and the Division. For example, the Division Administrator serves as a member of the Children's Justice Council and state office staff serves on the advisory board for the Court Assessment Project.

The Division uses a variety of ways to obtain tribal input on agency planning. At least five of the local advisory councils have a tribal member who participates in planning on the local level. The Department has a Native American Advisory Council administered from the Director's Office. This council meets quarterly. Division staff attends each meeting and frequently discuss issues relevant to the Division's program during the meeting. A member of this council serves on the Division's Advisory Council. In addition, central office and regional staff engage in informal, on-going communication with the social services staff of all seven Montana Indian reservations

### **Child Support Enforcement Division**

The child support enforcement division establishes paternity, locates obligated parents, establishes and modifies legal obligations requiring parents to provide medical and financial support for their children, and enforces those obligations. Services are provided to families receiving assistance under Montana's FAIM (Families Achieving Independence in Montana) program, or under the federal TANF (Temporary Assistance for Needy Families), Medicaid, or IV-E programs. Services are also provided to parents or custodians who apply for CSED services, or who are referred through the interstate IV-D system. The division is divided into four bureaus.

The Field Services Bureau locates obligated parents; establishes paternity for out-of-wedlock children; establishes, modifies and enforces financial and medical support obligations; and ensures division case-working activities comply with federal regulations and performance standards.

The Administrative Services Bureau provides program support in the areas of policy development, training, budgeting, purchasing, personnel processing, private contracting, automated system development and interface management, State Plan compliance, birth and paternity records tracking, collection and distribution of support payments, and record keeping.

The Legal Services Bureau represents the program in administrative and judicial matters, provides legal advice to program employees in their daily enforcement work, prepares legal opinions, and reviews program policy to ensure compliance with state law and federal regulations.

The Office of Administrative Law Judge adjudicates contested child support cases as defined by the Montana Administrative Procedure Act, issues and compels obedience to division

orders and subpoenas, maintains the division's paternity and lien registries, and functions as the contested case record keeper for the division.

*Primary Beneficiaries:* The primary beneficiaries are those who use the CSED's services, including those who owe or who may owe child support, those who are owed child support, and children for whom paternity order is being established or for whom a support order is being established or enforced.

*Partners and Stakeholders:* The partners and stakeholders include the Child and Family Services Division, Human and Community Services Division, and other state's Child Support Programs, Foster Care programs, and Public Assistance Agencies for whom the CSED collects support for.

*Other organizations that have an interest in our activities (as a service area):* Other organizations that have an interest in CSED's activities include the Child and Family Services Division, Human and Community Services Division, other state's Child Support Programs, Foster Care programs, and Public Assistance Agencies.

How the agency interacts with these agencies, local governments, the public, businesses, and other entities - How the agency promotes customer focus and collaboration with these groups: The program interacts with other agencies and other state Child Support programs by exchanging information and data through electronic interfaces and CSENET (an electronic child support enforcement referral system). The program also interacts with the business community, including employers and financial institutions, when enforcing child support obligations. The Program interacts with Montana District Courts and Clerks of District Courts. Finally, the Program interacts with individuals for whom the CSED is providing services. The CSED promotes customer focus and collaboration with these groups by, among other things, meeting with the group, negotiating contracts with other agencies and other state Child Support Programs for the exchange of information, by providing literature and "how to" booklets for those individuals who use the CSED services, and by providing employee intervention, such as an employer liaison, to work with employers and in the community who work with CSED.

### **Disability Services Division**

The disability services division provides for community-based training and residential services for persons with developmental disabilities. The division also provides rehabilitation services to eligible Montanans who have a physical or mental disability in an effort to help them become employed. The division is responsible for the operation of the Montana developmental center and the eastmont human services center. Evaluations of disability are also provided for the U.S. social security administration. This division also includes the blind and low vision services division which provides programs providing services to the visually impaired.

The Developmental Disabilities (DD) Program is served by the following bureaus and residential facilities:

The DD Community Support Bureau includes the regional offices, which represent the state on the local level and insures appropriate services and placement for persons with developmental disabilities. It provides technical assistance and monitoring of local department contractors of developmental disabilities services.

The DD Program Support Bureau is responsible for information and data analysis, coordination of technical assistance, and provision of materials and curriculum development in support of program staff and contracted service providers.

The Vocational Rehabilitation (VR) program has two separate units: Rehabilitation Services and Blind and Low Vision Services. This program is administered by three bureaus:

The VR Field Services Bureau provides services to eligible consumers. It also provides orientation and mobility training, rehabilitation teaching, and other independent living services that assist persons in achieving employment and to function independently.

The VR Disability Determination Bureau is responsible for disability evaluations on applications for social security disability and supplemental security income for Montana residents.

The VR Program Support Bureau provides grant and contract negotiating and monitoring, special fund supervision, human resource development, technical assistance, planning and evaluation, rehabilitation technology, and budget and systems oversight. This bureau has general oversight for the Montana Telecommunications Access Program serves those who are deaf, and hard of hearing, speech impaired or mobility impaired with specialized telecommunications needs.

The Financial Services Bureau is responsible for overall fiscal management of the developmental disabilities program.

The Montana Developmental Center is a residential facility for persons with a severe developmental disability.

*Primary Beneficiaries:* DSD's primary beneficiaries are Montanans with disabilities, specifically Vocational Rehabilitation consumers, Developmental Disabilities consumers, persons who have applied for disability benefits through Social Security (SSI and SSDI), and the residents of Montana Developmental Center and Eastmont Human Services Center.

*Partners and Stakeholders:* DSD's partners and stakeholders include Centers for Independent Living, Developmental Disabilities Providers, Community Rehabilitation Programs, and the consumer councils in the division: Developmental Disabilities Planning and Advisory Council, Vocational Rehabilitation Council, Statewide Independent Living Council, Developmental Disability Regional Councils, and Child and Family Services Council.

Other organizations that have an interest in our activities (as a service area): Other organizations that have an interest in the agency's activities include Department of Labor, State Workforce Investment Board, Local Workforce Investment Boards, Office of Public Instruction, Job Service, Human and Community Services Division, Health Policy and Services Division, and Addictive and Mental Disorders Division.

*How the agency interacts with these other agencies, local governments, the public, businesses, and other entities - How the agency promotes customer focus and collaboration*

*with these groups:* DSD interacts with Department of Labor and the Office of Public Instruction by participation on the State Agency Management Team. This group holds monthly meetings and works to ensure cooperation and coordination at the state level pertaining to the Workforce Investment Act and state agency agreements. DSD coordinates on both a state level and at a local level with Workforce Investment Boards. Many DSD staff are on the Local Workforce Investment Boards, and they participate in local policy decisions. DSD coordinates with Job Service offices across the state. Since both DSD and Job Service help to put people back to work, the local offices refer clients to each other. DSD coordinates with PHHS Human and Community Services Division to ensure that clients take advantage of the benefits which are available to them. Recently a cooperative agreement between HCSD and DSD was signed.

### **Fiscal Services Division**

The division develops, implements and monitors accounting and fiscal processes and systems in accordance with state and federal fiscal regulations and departmental mission guidelines, other departments of state government and agencies of the federal government. The division is composed of one bureau and the office of fiscal policy.

The Fiscal Bureau manages the department's fiscal processes and provides input to the state accounting system for benefit payment and operating expenditures, collecting and recording of payments, drawing of federal cash, collections and deposits of monies, preparation and filing of federal financial reports, purchasing of supplies and equipment and payroll functions for the department.

The Office of Fiscal Policy provides leadership and guidance to the department in the development and implementation of accounting policies and procedures that are consistently applied in compliance with professional standards, state statutes, federal regulations and legislative intent. The office of fiscal policy provides leadership and guidance in the development and implementation of innovative, effective and efficient business processes that represent best practice, while considering program needs and perspectives. The office of fiscal policy also maintains and submits the department cost allocation plan to the federal government.

*Primary Beneficiaries:* The primary beneficiaries are the clients eligible under the major programs; providers of services to clients; other DPHHS divisions; the 56 Montana county departments; and contractors involved with department financial activities and affiliated programs.

*Partners and Stakeholders:* The partners and stakeholders are our clients, health care providers, DPHHS divisions, contractors, Montana's 56 counties, the federal government, Montana Department of Administration, Legislative Fiscal Division and the Legislative Audit Division.

*Other organizations that have an interest in our activities (as a service area):* There is significant interaction with the Department of Administration, the Office of Budget and Program Planning, the Legislative Fiscal Division and the Legislative Audit Division.

How the agency interacts with other agencies, local governments, the public, businesses, and other entities - How the agency promotes customer focus and collaboration with these

groups: The Fiscal Services Division works jointly, with the above listed divisions, to provide accurate and timely financial information concerning the activities of the department.

### **Human and Community Services Division**

The Human and Community Services Division provides support for low-income Montanans in securing basic needs such as food, energy, child care and income. In addition, the division assists Montanans in achieving self-sufficiency through employment and training. The division is divided into four bureaus.

The Public Assistance Bureau is responsible for administering Montana's public assistance programs including the Temporary Assistance for Needy Families (TANF) block grant, the food stamp program, and eligibility determination services for medicaid. The bureau is also responsible for the administration of Montana's welfare reform initiative, Families Achieving Independence in Montana (FAIM).

The Early Childhood Services Bureau consists of the Child Care Unit, the Child and Adult Care Food Program, and the Head Start collaboration grant. The Child Care Unit provides child care payments for families who are either on welfare or who are low-income and working. Also, quality improvement programs are in place to improve the quality and availability of child care. The child and adult care food program provides food reimbursement and nutrition education for child and adult care providers. Head Start collaboration helps partner Head Start with programs in eight target areas. These include child care, health/mental health, welfare, education, family literacy, children with disabilities, homelessness and volunteerism.

The Intergovernmental Human Services Bureau plans, develops, implements and evaluates a range of services designed to help low-income people obtain the resources and skills to address the causes and conditions of poverty. Using a network of local agencies, the bureau provides weatherization, energy assistance, commodities and emergency services statewide.

The Fiscal Bureau is responsible for the management and coordination of fiscal activities, legislative budget preparation, evaluation and benchmark analysis, and coordination of supplies, leases, and equipment.

**Primary Beneficiaries:** The primary beneficiaries of these services are low-income families and children, the elderly, and the disabled. Services are available to all low-income Montanans who meet the eligibility criteria for each program, including tribal members on all of Montana's seven Indian Reservations. Services are also available to childcare providers.

**Partners and Stakeholders:** Services are provided through a network of offices of public assistance located in each county, employment and training contractors including tribal contractors, child care resource and referral agencies, child care food program contractors, child care providers, the university system, food banks and Human Resource Development Councils. All these agencies and contractors are considered to be partners and stakeholders. Legislators, low-income advocacy groups, faith-based organizations, other state agencies such as the Departments of Labor and Industry, Commerce, Corrections, Office of Public Instruction, and the Office of the Commissioner of Higher Education are also partners and stakeholders. Local governments (county commissions) are also a partner and stakeholder as they are integrally involved with services provided to their communities' poor.

Other organizations that have an interest in our activities (as a service area): Specific service providers such as mental health, substance abuse, domestic violence agencies and homeless shelters are interested in welfare reform and the services this Division provides.

How the agency interacts with other agencies, local governments, the public, businesses, and other entities - How the agency promotes customer focus and collaboration with these groups: The Division seeks public comment regarding all major policy changes. This is done via letters to "interested parties," public input and listening sessions held in larger communities statewide, and information is shared via the department's website. In addition, the Division shares information with a number of legislative interim committees and through advisory councils that are open to the public and accepting of public comment. Through legislation passed in 2001, the department enters into an annual agreement with county commissioners in each county describing services that are offered and other pertinent information on the programs that are operated, including regular budget status reports. Employment and training contractors and local advisory councils have regular contact and interaction with local businesses and employers. Customer service is a primary focus of all bureaus within this Division. Customer service training is on going, and it is emphasized through performance goals and criteria for employees. Collaboration with various interest groups, low-income advocacy organizations, tribes, service providers, other state agencies, contractors, and local government is essential to the operation of this Division and the successful delivery of the services it provides. Such collaboration, coordination and interaction is a part of everyday business that is conducted by this Division.

### **Operations and Technology Division**

Mission: To provide state-of-the-art support in operational and technological areas critical to the efficient and effective implementation of Department programs.

The Operation and Technology Division provides operational support services for the agency. Services include planning, preparation and management of the executive budget, and cost analysis and projections for large-scale welfare benefit programs. The division is also responsible for technology planning, design, development, implementation and operation of information technology systems, and for management and planning of other electronic government applications. In addition, the division services also include telecommunications and network management, security, internal support services such as facility and lease management, mailroom services and management of vital records and statistics. Five bureaus accomplish these functions.

The Budget and Program Analysis Bureau manages the department's budgeting processes, provides centralized contract management and support, and develops and maintains statistical analyses of the major benefit programs.

The Support and Vital Records Bureau is responsible for statewide office space agreements, mail operations, forms distribution, records management, property accounting, vehicle fleet management, and Cogswell and Sanders Street building security and maintenance. It also administers the statewide vital records programs, which includes the registration of all births, deaths, fetal deaths, marriages, dissolution of marriage, adoptions and abortions.

The Network and Communications Bureau provides information technology support (network management services, computer support, communication services) to DPHHS staff and

contractors. This bureau manages 100 networks and 3500 computers statewide located in the central office, regional and county offices, and the institutions. Other services provided include management of a computer training center and a video conference center, network security services, researching and evaluating new information technologies for the department.

The Information Systems Bureau provides computer operations, system development, help desk, database and web page support, and information technology management services to the department including, regional and county offices, four institutions and various advisory boards. This bureau also provides coordination and liaison support for information systems operated by fiscal intermediaries. Services provided to all department entities include: system purchase, integration and installation, information system analysis, design, development and implementation, and report generation.

The External System Bureau is responsible for providing state of the art support in technological areas critical to the efficient and effective implementation of department programs. That support includes administration of facilities management contracts with private vendors, and systems security functions for the department. The bureau is also responsible for leading the statutorily mandated information technology planning process. This planning process will insure that the agency deployment of information technology is carefully managed and coordinated throughout the department.

*Partners and Stakeholders:* The Department of Labor and Industry and DPHHS partner to support participants in Montana's welfare reform system by supplying job-related information through DPHHS's Virtual Human Services Pavilion. Contractors maintaining the Department's major benefit systems including TEAMS, CAPS, SEARCHS and CCUBS. County clerk and recorder offices, hospitals, and SSA, and NCHS through the Vital Statistics registration systems. Other organizations that have an interest in our activities (as a service area): The Department of Labor and Industry supplying job-related information through DPHHS's Virtual Human Services Pavilion.

*How the agency interacts with other agencies, local governments, the public, businesses, and other entities - How the agency promotes customer focus and collaboration with these groups:* OTD interacts with other agencies, local governments, etc by having data on-line, internet access, telecommunications coordination, and video conferencing. Financial processes are in place for budget development and management and statistical analyses of major benefit programs.

### **Public Health and Safety Division**

This division has primary responsibility for implementing the core functions (assessment, policy development, assurance to prevent epidemics and the spread of disease, protect against environmental hazards, prevent injuries, promote and encourage healthy behaviors, respond to disasters and assist communities in recovery and assure the quality and accessibility of health services. The division is divided into six bureaus.

The Financial Services and Operations Bureau proposes, constructs and manages the division budget and tracks expenditures as well as finalizes the more than 700 contracts for the division.



The Family and Community Health Bureau, in partnership with local providers, provides services to families and communities including infants, children, pregnant women and women of childbearing age. Bureau services include community assessment, referral, case finding, home visiting, public and professional education, family planning services, nutrition education and supplemental food distribution.

The Communicable Disease Control and Prevention Bureau manages communicable disease and epidemiology, immunization, HIV/AIDS/STD, disaster and emergency preparedness and food and consumer safety programs.

The Laboratory Services Bureau provides clinical and environmental public health laboratory services.

The Chronic Disease and Health Promotion Bureau manages comprehensive planning and prevention efforts for cancer control, cardiovascular health, diabetes, obesity prevention/disease management and emergency medical services.

The Public Health System Improvement and Preparedness Bureau works across all division bureaus and in partnership with local health departments and tribal entities to increase state level health status planning; create a formal public health advisory and policy-setting structure; continue evolving preparedness activities and plans; continue training and developing the public health workforce and implement a communications strategy for the public.

The Public Health & Safety Division (PHSD) oversees the coordination of the public health system in Montana. The State's public health system is a complex, multi-faceted enterprise, requiring many independent entities to unite around the goal(s) of health improvement and disease prevention at the community-level. These entities include local City/County Health Departments, private medical providers and hospitals, local Emergency Medical Services, Emergency Management agencies and other units of local government. The public health system is a part of the continuum of care available to the citizens of Montana and the PHSD promotes and supports both the availability and the quality of public health services available to Montanans. These programs range in scope from nutrition support and Health Education (e.g., WIC & Tobacco Use Prevention) to screening services (e.g., Breast & Cervical Cancer screening programs for uninsured women and HIV Counseling & Testing services) to preventive services (e.g., Immunization) and surveillance systems for infectious and chronic diseases, designed to detect and target those health threats that may impact a community. However, virtually all public health programs share the common feature of relying on activities undertaken at the community-level to assure the conditions in which people can be healthy and include organized efforts, developed and implemented with local involvement, to prevent, to identify, and counter threats to the health of the public at large.

### **Quality Assurance Division**

The Quality Assurance Division is divided into four bureaus and an office of fair hearings. The division is responsible for a comprehensive and coordinated quality assurance program, and protecting and advocating for individual client's rights while operating under a complex set of state and federal regulations.

The Certification Bureau is responsible for conducting health care facility and service surveys according to federal requirements in Title XVIII (medicare) and Title XIX (medicaid) of the Social Security Act.

The Licensure Bureau is responsible for processing certificate of need applications conducting licensure surveys according to state licensure standards for health care facilities and day care facility licensing and registration. All health care facilities are required by law to have a state license. Construction and design of a new or renovated health facility must be approved through the licensure bureau.

The Program Compliance Bureau is responsible for program compliance of AFDC, food stamps and Medicaid; Medicaid surveillance and utilization review; third party liability; fraud and recovery and assessment programs.

The Audit Bureau is responsible for audit services.

The Office of Fair Hearings is responsible for administrative hearings for the department except for child support.

*Primary Beneficiaries:* The citizens of Montana who utilize health, residential or day care facilities. Consumers enrolled in an HMO product, people or providers who utilize any department program and taxpayers who are interested in efficient program management and curtailing waste or abuse in DPHHS programs.

*Partners and Stakeholders:* Health, residential and day care providers; federal Medicaid, Medicare, and Food Stamp programs; the Dept. of Justice who investigates fraud; the Commissioner of Insurance who regulates HMOs; HMOs; and state Medicaid, Food Stamp, and cash assistance programs as well as all other DPHHS programs. Consumers and consumer advocacy groups are very interested in the licensure and certification aspects of QAD (examples would be AARP, Mt. Senior Citizens, and groups concerned with disabled individuals) Contractors with DPHHS who are audited by QAD.

*How the agency interacts with other agencies, local governments, the public, businesses, and other entities - How the agency promotes customer focus and collaboration with these groups:* The Certification Bureau enters data directly into a national data base for Medicare for all of its survey activities. Portions of this data are available to the public through a national web site. Facilities who employ certified nurse aides check with the registry to ensure that the employee is in good standing. This information is not available on-line. The Licensure Bureau produces a report twice a year. This report lists licensed facilities, bed capacity, administrator, etc. This report is also used by health care consumers and advocates who are seeking health or day care. It is not yet available on line. Certificate of Need information is available on-line and is utilized by providers and health care planners. The Audit Bureau produces information for the various Divisions in DPHHS who it performs work for. Much of this information would not be appropriate for general public release. Reports on the adequacy of HMO networks and their quality assurance activities are produced for the Commissioner of Insurance. This information is not available to the public on line.

### **Senior and Long Term Care Division**

The Senior and Long Term Care Division plans and coordinates the delivery of publicly funded long term care and support services to elderly Montanans and Montanans with physical and other disabilities. The division is served by five bureaus, and two nursing facilities for veterans.

The Aging Services Bureau develops the state plan on aging and approves and monitors service delivery programs set up by 10 area agencies on aging. These services include senior centers, congregate and home delivered meals, health, transportation, homemaker, and information and referral services. This office includes the state long term care ombudsman, elderly legal assistance, and health insurance and pension counseling.

The Community Services Bureau manages in-home services (including personal care, home health, home dialysis, hospice, and the home and community based services waiver program) for elderly and disabled persons that are eligible for Medicaid.

The Nursing Facilities Services Bureau provides payment for nursing facility services for Medicaid eligible persons.

The Centralized Services Bureau prepares budget plans and monitors expenditures and contracts for the division.

The Nursing Facilities for Veterans are located in Columbia Falls and Glendive, Montana.

The Adult Protective Services Bureau provides vulnerable senior citizens and people with disabilities with protection from abuse, neglect and exploitation.

*Primary Beneficiaries:* The primary beneficiaries of SLTC services are the elderly and disabled population of Montana that need long term medical care, protective services, or pertinent and accurate information regarding aging issues such as financial planning, nutrition, abuse, state or federally funded medical services available to this population, and estate planning. The elderly also receive services through the ten Area Agencies on Aging located throughout the state that contract with the SLTC Division to administer over \$6 million in Federally funded Aging programs. Finally, Veterans needing long term care or domiciliary facilities receive services through the Montana Veterans' Home in Columbia Falls or the Eastern Montana Veterans' Home in Glendive.

*Partners and Stakeholders:* Partners and Stakeholders include Montana's 98 nursing homes, 149 personal care facilities, 105 adult foster homes, Medicaid providers for community based Medicaid long term care services, Veterans' organizations, Area Agencies on Aging, and the various agencies and organizations that make up the adult protective services network.

*Other organizations that have an interest in our activities (as a service area):* The SLTC Division has over 40 staff that work out of field offices in 24 locations around the state that coordinate with local governments, social organizations, law enforcement and health providers at a community level.

How the agency interacts with other agencies, local governments, the public, businesses, and other entities - How the agency promotes customer focus and collaboration with these groups: The SLTC staff have established formal work and advisory groups with representatives from health care providers, social workers, law enforcement, and the medical community to assess medical, social and other needs and provide for placement or provision of services for the elderly and disabled citizens of this state.

Are there agency customers that are not properly served with existing services/systems? If yes, please describe how they are not properly served.

The Medicaid Redesign Team and Legislators have expressed concerns that the capability of extracting data from TEAMS necessary for program and budget projections is limited. Members of the Medicaid Redesign Team were involved in JAD sessions for the Health Care Eligibility System and expressed their desire to have the new system accommodate the extraction of data for those purposes.

## SECTION 4: AGENCY BUSINESS PLAN

### 4.1 DOCUMENTED BUSINESS PLAN

Does your agency have a documented business plan? Place an "x" in the appropriate box.

Yes ☒ No ☐

If YES, complete only Section 4.2. If NO, complete only Section 4.3.

### 4.2 PRIMARY BUSINESS GOALS & OBJECTIVES

Describe the primary business goals and objectives for the next six years (FY 2004 – FY 2009) or for the time frame for which they are formally established. List each goal and business objective sequentially. (e.g., GOAL Number: BG1, Business Objective: BO1.)

Double-Click for an Example

REMINDER: If answers are provided for Section 4.2, do not complete Section 4.3 and continue on to Section 5.

❖ ❖ ❖

GOAL Number: **BG 1:**

Goal Description: All Montana children are healthy, safe and in permanent loving homes

❖ ❖ ❖

GOAL Number: **BG2:**

Goal Description: All Montanans have the tools and support to be as self-sufficient as possible



GOAL Number: **BG3:**

Goal Description: All Montanans are injury free, healthy and have access to quality health care



GOAL Number: **BG4:**

Goal Description: All Montanans can contribute to the above goals through community service



Business Objectives:

**EACH DIVISION WILL FORMULATE SPECIFIC GOALS AND OBJECTIVES TO ENSURE THE ACHIEVEMENT OF OVERALL DEPARTMENT GOALS AND PRINCIPLES.**

Goals and objectives for each division may be viewed at:  
<http://www.dphhs.state.mt.us/> Under "Divisions".

Double-Click to Add New Objective for This Goal

Double-Click to Add New Goal

#### 4.3 BUSINESS REQUIREMENTS

Identify and describe each of the Agency's business requirements for FY 2004 through FY 2009. List each requirement sequentially (e.g., BR1, BR2, BR3).

Double-Click for an Example

[\[Click Here to Enter Data\]](#)

## SECTION 5: AGENCY IT PLAN - GOALS, OBJECTIVES & MEASURES

### 5.1 AGENCY IT PLAN - GOALS, OBJECTIVES & MEASURES

Describe the primary IT goals and objectives from FY 2004 through FY 2007. Each goal and its associated objective and measures should be numbered and identified sequentially.

Double-Click to Display Definitions

Double-Click for an Example

❖ ❖ ❖

AGENCY IT GOAL: (List each goal sequentially (Example: ITG1, ITG2, ITG3, etc.))

Double-Click for an Example

Agency IT Goal Number: **ITG1**

IT Goal Description: **Maintain** awareness of and review the functionality of new technologies as they become available in order to determine the potential utility for Department operations and programs.

What are the benefits & who are the beneficiaries?

The agency and the general public are the beneficiaries, with special emphasis on the economically disadvantaged.

What agency business goals or requirements are supported by this IT goal or initiatives?

All.

Describe how this goal supports the state IT goals and initiatives.

Efficient Use.

IT Objective: Expanded use of the Internet to search for and review all new technologies and technological advancements.

Measure: Number of new developments to be reviewed, in areas of interest.

IT Objective: Improved communications with currently employed private sector and related vendors to identify potential new technologies or advanced system designs.

Measure: A percentage increase of discussions.

❖ ❖ ❖

AGENCY IT GOAL: (List each goal sequentially (Example: ITG1, ITG2, ITG3, etc.))

Double-Click for an Example

Agency Goal Number: **ITG2**

IT Goal Description: **Assess** the needs of users to enhance performance through new technology.

What are the benefits & who are the beneficiaries?

The agency and the general public are the beneficiaries, with special emphasis on the economically disadvantaged.

What agency business goals or requirements are supported by this IT goal or initiatives?

All.

Describe how this goal supports the state IT goals and initiatives.

Well Managed.

IT Objective: To assess user needs through user groups.

Measure: The number of new technologies applied to meet user needs.

❖ ❖ ❖

AGENCY IT GOAL: (List each goal sequentially (Example: ITG1, ITG2, ITG3, etc.)

Double-Click for an Example

Agency Goal Number: **ITG3**

IT Goal Description: **Develop** and implement plans to integrate new forms of technology that are determined to be suitable, feasible and cost effective.

What are the benefits & who are the beneficiaries?

The agency and the general public are the beneficiaries, with special emphasis on the economically disadvantaged.

What agency business goals or requirements are supported by this IT goal or initiatives?

All.

Describe how this goal supports the state IT goals and initiatives.

Efficient use.

IT Objective: For each system deficiency, find a new technology solution to increase efficiently.

Measure: The number of developed plans to remedy the deficient systems.

❖ ❖ ❖

AGENCY IT GOAL: (List each goal sequentially (Example: ITG1, ITG2, ITG3, etc.))

Double-Click for an Example

Agency Goal Number: **ITG4**

IT Goal Description: **Minimize** the redundant capture and storage of common information

What are the benefits & who are the beneficiaries?

The agency and the general public are the beneficiaries, with special emphasis on the economically disadvantaged.

What agency business goals or requirements are supported by this IT goal or initiatives?

All.

Describe how this goal supports the state IT goals and initiatives.

Efficient use.

IT Objective: Review functions performed by the Department to assess the feasibility of combining data systems in order to consolidate resources and enhance performance of our data systems.

Measure: The number of systems combined or data that has been combined.

❖ ❖ ❖

AGENCY IT GOAL: (List each goal sequentially (Example: ITG1, ITG2, ITG3, etc.))

Double-Click for an Example

Agency Goal Number: **ITG5**

IT Goal Description: **Ensure** maximum quality support is provided by contractors and external support agencies

What are the benefits & who are the beneficiaries?

The agency and the general public are the beneficiaries, with special emphasis on the economically disadvantaged.

What agency business goals or requirements are supported by this IT goal or initiatives?

All.

Describe how this goal supports the state IT goals and initiatives.

Gov. & Private Sector Cooperation/Well Managed



IT Objective: Review and evaluate vendor contracts and vendor performance to ensure performance is at least in accordance with contract requirements.

Measure: Review and evaluate 10% of all contracts quarterly. Complete evaluation reports.

IT Objective: Improve communications, coordination and cooperation with external support agencies. Assess current relationships and environments and make recommendations for improvements.

Measure: Annual written evaluation reports relative to quality of support and relationships.



AGENCY IT GOAL: (List each goal sequentially (Example: ITG1, ITG2, ITG3, etc.)

Double-Click for an Example

Agency Goal Number: **ITG6**

IT Goal Description: **Enhance** and maintain the stability and coverage of its existing network structure by phasing out and eliminating obsolete technologies and by changing to new technologies in a logical and fiscally responsible manner.

What are the benefits & who are the beneficiaries?

The agency and the general public are the beneficiaries, with special emphasis on the economically disadvantaged.

What agency business goals or requirements are supported by this IT goal or initiatives?

All.

Describe how this goal supports the state IT goals and initiatives.

Well Managed

IT Objective: Continue enhancement of infrastructure. Request high-speed lines for department offices. Continue move from token ring to Ethernet whenever possible.

Measure: Increased percentage of high-speed lines or number of Ethernet moves.

IT Objective: Continue to upgrade PCs and the operating systems whenever feasible. Move to latest operating system on the desktop and upgrade networking operating systems when cost effective.

Measure: Increased percentage of upgrades performed in the PC environment or operating systems.

IT Objective: Enhance polices to maintain the confidentiality, integrity and availability of department IT resources.

Measure: The number of new polices in place by September 1, 2004

❖ ❖ ❖

AGENCY IT GOAL: (List each goal sequentially (Example: ITG1, ITG2, ITG3, etc.)

Double-Click for an Example

Agency Goal Number: **ITG7**

IT Goal Description: **Maintain**, enhance, and replace existing systems to address changing business requirements and changes in technology

What are the benefits & who are the beneficiaries?

The agency and the general public are the beneficiaries, with special emphasis on the economically disadvantaged.

What agency business goals or requirements are supported by this IT goal or initiatives?

All.

Describe how this goal supports the state IT goals and initiatives.

Efficient Use.

IT Objective: Rewrite or replace systems that are using older Technology

Measure: The number of systems rewritten or replaced

IT Objective: Update systems as businesses needs change.

Measure: The number of systems updated.

Double-Click to Add New Objective for This Goal

Double-Click to Add New Goal

## 5.2 FUTURE IT GOALS & OBJECTIVES

Describe any future IT goals and objectives for fiscal years 2008-2009.

1. Replace MMIS
2. Rewriting legacy systems into an Oracle environment
3. Build upon our vision of a Common Client Database. This shared database would be a repository of common client and provider data in one central location. The data would interface with other department systems and also with other agencies.
4. Continue to expand EBT
5. Replace the Montana WIC program and integrate into Montana Access.

## 5.3 POTENTIAL RISKS

List the three greatest potentials risks that will impact the Agency's IT plan over the next three years and describe strategies for mitigation. Describe how these risks will impact the Agency's IT operations and business process. Potential risks may be resource limitations (e.g., funding, qualified staff, etc.), technology limitations, obsolescence, federal mandates, or conditions outside agency control.

RISK 1:

### **Budget cuts –**

IT requests and enhancements continue to be given a lower priority due to lack of funding. More budget cuts are anticipated and will continue to adversely affect the outcome of these requests.

RISK 2:

### **Qualified Staff –**

1. Many IT Professionals are eligible to retire within the next 5 years. Succession planning is critical.
2. Changing technology has resulted in programmers coming out of school with no skills in environments like IDMS and COBOL, used in our current legacy systems.

RISK 3:

### **Mandates –**

Non-funded mandates from Federal government, State legislature and court decisions affect and take priority over our systems' other highly prioritized system fixes and enhancements.

## SECTION 6: ENTERPRISE ALIGNMENT

### 6.1 AGENCY BUSINESS PLAN & STATE STRATEGIC IT PLAN ALIGNMENT

Describe the Agency's plans to support State IT goals and strategic initiatives not addressed by the IT plan described in Section 5.1.

None.

### 6.2 AGENCY'S CURRENT IT SYSTEMS

List all current IT systems (i.e., hardware, software, and processes) that are not currently in compliance with the State IT standards and have not been granted a formal exception. This should encompass security, business continuity, and hardware/software product and version currency.

Montana State IT standards can be found at the following URL:

<http://www.discoveringmontana.com/itsd/policy/software.asp>

System: AREV – FM Follow Me System  
Current platform: Advanced Revelation  
Target Platform: Oracle  
Status: Follow Me is phased out as PHDS is implemented in each county.

System: AREV – Labs  
Current platform: Advanced Revelation  
Target Platform: Oracle  
Status: The AREV Labs system will be replaced by an Oracle system. The first phase (analysis / design) is underway.

System: AWACS – DDP Subsystem  
Current platform: PowerBuilder  
Target Platform: Oracle  
Status: The current DDP Subsystem is written in PowerBuilder. An Oracle replacement project has begun.

System: Electronic Adoption System  
Current platform: Clipper  
Target Platform: Oracle  
Status: The functionality of the Clipper based Electronic Adoption System has been incorporated into the Oracle based Birth Entry system.

System: Presumptive Eligibility  
Current platform: R:Base  
Target Platform: Oracle  
Status: The new Health Care Eligibility System will have the functionality currently provided by the old R:Base Presumptive Eligibility system.

System: Systems Management and Request Tracking system (SMART)  
Current platform: R:Base  
Target Platform: Oracle  
Status: The R:Base based SMART system will be replaced by an Oracle system within the next four years.

System: Systems/Applications Library

Current platform: R:Base

Target Platform: Oracle

Status: The R:Base based Systems/Applications Library system will be replaced by an Oracle system in the next four years.

System: Women Infant & Children (WIC)

Current Platform: DOS FoxPro, XDB

Target Platform: Oracle

Status: We plan to incorporate WIC into the Montana Access System.

Please describe agency plans to bring any non-compliant systems and processes listed above into compliance with state standards and practices.

\*See status for each system listed above

## SECTION 7: EXPENDITURES

### 7.1 AGENCY IT EXPENDITURES AND FUTURE BUDGET

\*\*SEE ATTACHED SPREADSHEET (SECTION 7)

The associated Template spreadsheet identifies the SABHRS codes with each category. If you use and submit the spreadsheet it is not necessary to complete this table.

	FY 2004	FY 2005	FY 2006	FY 2007
Personal Services	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Outside Contracted Services (non-ITSD)	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
ITSD Contracted Services	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Hardware	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Hardware Maintenance	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Telecommunications - data	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Telecommunications – voice/video	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Software and software maintenance	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Training	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Miscellaneous	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
TOTAL	\$ 0.	\$ 0.	\$ 0.	\$ 0.

Update the "Total" calculation by selecting the field and then pressing F9

## 7.2 TOTAL AGENCY BUDGET

The total agency budget includes all operating budget, grants, fee income and EPP allocations. Exclude all transfer payments, entitlement payments, etc.

	FY 2004	FY 2005	FY 2006	FY 2007
TOTAL AGENCY BUDGET	<u>1,185,085,332</u>	<u>1,212,244,697</u>	<u>1,242,550,814</u>	<u>1,273,614,584</u>

## 7.3 FTE COUNTS (FOR FY2004)

Agency FTE's	<u>2,805</u>	Agency IT FTEs	<u>58.5</u>
		All contracted agency IT hours	<u>192 PEOPLE</u>

## SECTION 8: SUMMARY OF PLANNED IT INITIATIVES

### 8.1 SIGNIFICANT IT INITIATIVES

Briefly describe significant IT initiatives to take place during the following biennia. An initiative is a project or change that satisfies at least one of the following conditions. Include **all IT** EPP items even though they may not match one or more of the three criteria listed here.

- An inter- or intra-agency business process change which requires a significant change to policy.
- A budget of \$300,000 or more. The \$300,000 budget is the sum of all grants, current operating budget expenses, new budget allocations, special fees, and other sources of funds through FY2007. The \$300,000 limit is the sum of all internal, including staff costs, and external resources.
- Costs more than \$50,000 and also comprises 25% or more of the Agency's IT budget.

Since the objective is to gather details relative to significant **new or large continuing IT projects**, do **not** list projects and initiatives that focus on the following areas:

- Current ITSD provided services that will continue in the future
- Renewals of equipment maintenance agreements
- Regular scheduled replacements of currently installed PCs
- Renewals of software vendor maintenance agreements

List each initiative sequentially (e.g., INITIATIVE NUMBER: I T I 1.) and describe the initiatives in order of their priority with the first item listed having the highest priority.

#### FY2004 – 2005 INITIATIVES

INITIATIVE NUMBER: **INI1**

Initiative Title & Description: **CHILD AND ADULT PROTECTIVE SERVICES SYSTEM (CAPS)**

The short-term goals identified in this initiative are intended to meet current system needs as well as to support the overall Long-Range IT Plan. The following short-term goals should be implemented by the end of the existing CAPS contract, ending on 06/30/2006.

- \* To redesign a system for recouping overpayments made to providers of services. To be completed by 6/30/05. Performance Measure: overpayments are recouped automatically by CAPS.
- \* To automate the IV-E foster care determination process. To be completed by 6/30/05. Performance Measure: IV-E determinations are made via CAPS/TEAMS interface as opposed to manually processing of determinations.
- \* To automate the TANF Emergency Assistance Application. To be completed by 7/01/04. Performance Measure: TANF Emergency Assistance applications are completed via CAPS/TEAMS interface as opposed to manually processing the application.
- \* To automate the Child Support Enforcement cost of care allocation within the CAPS trust account module. To be completed by 6/30/05. Performance Measure: cost of care

allocations are completed by the CAPS/SEARCHS interface as opposed to manually completed allocations.

- \* To maintain current system resources and secure additional resources to implement high priority enhancements and to address State and Federal audit issues in order to maximize the efficiency and productivity of end-user staff. Ongoing. Performance Measures: increase in the number and timeliness of completed system enhancements.
- \* Begin re-procurement process in November 2005.

## INITIATIVE NUMBER **INI2**

### Initiative Title & Description: **THE ECONOMIC ASSISTANCE MANAGEMENT SYSTEM (TEAMS -including TESS, CCUBS)**

The short-term goals identified in this section are intended to meet current system needs as well as to support the overall Long-Range IT Plan.

#### TEAMS:

- \* Implement the changes necessary to accommodate the loss of the TANF Waivers;
- \* Implement the Third Party Liability (TPL) Buy-In Redesign;
- \* Implement the Medicare Drug Card Program;
- \* Implement an electronic referral for IV-E Emergency Assistance from CAPS;
- \* Implement an electronic interface to Fiscal for payment of Emergency Assistance payments;
- \* Change the timing of the SSA Interface;
- \* Implement the new sanction policy for HCSD;
- \* Change the Treasury Offset Program (TOP) to a monthly process;
- \* Implement the change to Passport Provider Referral numbers; and
- \* Implement Doc-Gen on TEAMS.

#### CCUBS:

- \* Refine the Discoverer End User Layer;
- \* Refine the Interface with the Early Childhood Project (ECP);
- \* Complete pilot of the Hand Held Project and continue implementation statewide;
- \* Implement the necessary changes to the Contracts Process; and.
- \* Correct the problem with overlapping addresses.



**\* Capacity Study:**

Conduct a capacity study to assess re-engineering of the TEAMS system. The capacity study should provide the Department with the following information:

- Common Client Database: Basic requirements and conceptual design for TEAMS with regard to the CCD i.e. how will TEAMS react, interact and/or accommodate the long range goal of the CCD system?
- Separate Program Modules: Basic requirement analysis and conceptual design for implementation of independent Program modules (TANF and Food Stamps) within TEAMS.
- 
- Report System: Basic requirement analysis and conceptual design for implementation of an independent reporting system that would allow access to timely, accurate canned reports as well as adhoc queries.

TESS:

- \* Maintain the existing system, and perform enhancements as necessary

INITIATIVE NUMBER: **INI3**

Initiative Title & Description: **System for Enforcement And Recovery of Child Support (SEARCHS)**

The short-term goals identified in this section are intended to meet current system needs, as well as to support the overall long-range IT plan. The following short-term goals should be designed and/or implemented by the end of fiscal year 2005.

- \* Maintain the present level of system resources.
- \* Develop and Enhance web enabled applications and/or interactive web site that allow clients to access payment history, guidelines and a directory of workers and ability to make child support payments, download forms, and submit forms to the CSED.
- \* Develop a new web enabled process to replace the aging document generation system. The new process must maintain existing document generation functionality.
- \* Redesign and replace On-line Help.
- \* Investigate the development of a module to house SEARCHS guidelines for caseworker use.
- \* Develop a new Debt Comp module for caseworker use.
- \* Develop interfaces with newly developed State systems, which includes, but not limited to, IRIS (Department of Revenue) and MAC (Department of Labor).
- \* Develop ability to allow sub-case closure within a SEARCHS case.
- \* Investigate the development of an interface with the United States Postal Service.

INITIATIVE NUMBER: **INI4**

Initiative Title & Description: **MEDICAID MANAGEMENT INFORMATION SYSTEM (MMIS)**

- \* Enhancing the Restricted Card Program to better manage the client's care (and control costs/unnecessary utilization)
- \* Change the way Managed Care Provider Numbers are assigned to make it more flexible
- \* Automate edits where possible
- \* Implement a modifier hierarchy scheme to better pay claims

INITIATIVE NUMBER: **INI5**

Initiative Title & Description:

**CDS/LIEAP(CENTRAL DATABASE SYSTEM/LOW INCOME ENERGY ASSISTANCE PROGRAM)**

Short and long term goals for the CDS include:

- \* Development of additional Oracle and Discoverer reports to provide outcome information to federal funding agencies. Provide on-demand progress reports for the Community Service Block Grant utilizing Results Oriented Management and Accountability (ROMA) measurements and the annual National Association of State and Community Service Programs (NASCS) as required by Government Performance Results Act of 1993 (GPRA) for Congressional reporting.
- \* Development of additional interfaces at the request of the Human Resource Development Councils (HRDCs) (e.g., with Head Start, Section 8, MJTP, Food Pantries, NACRAA, Personal Touch, Case Management and other programs to eliminate duplicate data entry at the HRDCs).
- \* Maintenance of current system and secure additional resources to implement high priority enhancements and address State and Federal audit issues in order to maximize the efficiency and productivity of end-user staff.
- \* Continue evaluation and planning and development activities with HRDCs.
- \* Housing and Urban Development (HUD) is requiring that their programs be automated as mandated by the McKinney-Vento Act. This includes the Homeless Management Information System (HMIS), Housing for People with Aids (HOPWA), and potentially for the Emergency Shelter Program.

INITIATIVE NUMBER: **INI6 – Montana Access (Electronic Benefits Transfer - EBT)**

Initiative Title & Description: Maintain/Enhance EBT

- \* WIC EBT benefit and retailer payments
- \* FSP Disaster Emergency System using pre-loaded benefit cards
- \* Payment Option for the following state agencies or programs:

- State Payroll
- Unemployment Insurance
- Medicaid payments

Double-Click to Add New Initiative

## FY 2006 – FY 2007 INITIATIVES

INITIATIVE NUMBER: **INI1**

Initiative Title & Description: **CHILD AND ADULT PROTECTIVE SERVICES SYSTEM (CAPS)**

- \* Continue re-procurement process began in November 2005
- \* To maintain current system resources and secure additional resources to implement high priority enhancements and to address State and Federal audit issues in order to maximize the efficiency and productivity of end-user staff. Ongoing. Performance Measures: increase in the number and timeliness of completed system enhancements.

INITIATIVE NUMBER **INI2**

Initiative Title & Description: **THE ECONOMIC ASSISTANCE MANAGEMENT SYSTEM (TEAMS -including TESS, CCUBS)**

- \* Begin working on the many suggested enhancements to CCUBS.
- \* Finish redesign of TESS/KIDS.

INITIATIVE NUMBER: **INI3**

Initiative Title & Description: **System for Enforcement And Recovery of CHild Support (SEARCHS)**

The system provides an automated method for establishing, enforcing, and modifying support orders, locating absent parents, establishing paternity, generating documents, calculating guidelines, determining hardships, establishing automatic income withholding, generating federal reports of caseload data, and performing general case management functions. The system also supports all accounting functions, which includes collecting payments, adjusting amounts, interfacing daily with SABHRS, updating warrant information, calculating arrearage, issuing monthly billing statements, tracking grant amounts, and generating federal reports of collection and distribution.

The mid-term/long-range goals identified in this section are also intended to meet current system

needs while supporting the overall long-range IT plan. The following goals should be implemented by the end of fiscal year 2009:

- \* Investigate the possible use of a Common Client Database when planning for the future development of the SEARCHS system.
- \* Develop a search feature for case notes and pay history to eliminate the need for extensive scrolling.
- \* Investigate offline storage of closed cases. The closed cases must be easily retrievable. This alternative storage should save computer storage costs and reduce processing time.
- \* Develop “smart ticklers” that compare specific data elements and recognize critical conditions.
- \* Intensify efforts to improve current interfaces, i.e. CSENet, TEAMS, CCR, Montana Access, etc. In addition, investigate the possibility of establishing an interface with the Lottery and FWP on-line licensing system.
- \* Investigate the use of a modular solution when updating existing or adding new functionality to SEARCHS, with possible development on a different platform. The solution must appear seamless to users of the system.

INITIATIVE NUMBER: **INI4**

Initiative Title & Description: **MEDICAID MANAGEMENT INFORMATION SYSTEM (MMIS)**

- \* Maintain and enhance MMIS to ensure system adequacy until replacement.
- \* Re-procure MMIS contract by 1/1/2006.

INITIATIVE NUMBER: **INI5**

Initiative Title & Description:

**CDS/LIEAP(CENTRAL DATABASE SYSTEM/LOW INCOME ENERGY ASSISTANCE PROGRAM)**

- \* Development of additional Oracle and Discoverer reports to provide outcome information to federal funding agencies. Provide on-demand progress reports for the Community Service Block Grant utilizing Results Oriented Management and Accountability (ROMA) measurements and the annual National Association of State and Community Service Programs (NASCS) as required by Government Performance Results Act of 1993 (GPRA) for Congressional reporting. Produce reports as necessary to support the efficient and effective operation of the HRDC operations including those associated with the Energy Audit currently under development.
- \* Development of additional interfaces at the request of the Human Resource Development Councils (HRDCs) (e.g., with Head Start, Section 8, MJTP, Food Pantries, NACRAA, Personal Touch, Case Management and other programs to eliminate duplicate data entry at the HRDCs).
- \* Maintenance of current system and secure additional resources to implement high priority enhancements and address State and Federal audit issues in order to maximize the efficiency and productivity of end-user staff.

- \* Continue evaluation and planning and development activities with HRDCs.
- \* Housing and Urban Development (HUD) is requiring that their programs be automated as mandated by the McKinney-Vento Act. This includes the Homeless Management Information System (HMIS), Housing for People with Aids (HOPWA), and potentially for the Emergency Shelter Program.
- \* Projects under consideration: 1) LIEAP application available on the web, most likely as part of the Virtual Pavilion for ease in applying for services; 2) Provide GIS for Weatherization addresses to the Weatherization group; Develop Computer Based Training for the major systems – CDS, LIEAP, Energy Share, Energy Audit and Discoverer.

INITIATIVE NUMBER: **INI6 – Montana Access (Electronic Benefits Transfer - EBT)**

Initiative Title & Description:

- \* Continue to expand EBT and incorporate other systems.
- \* Integrate as many program benefit payments and funds transfer to EBT as possible with the following goals:
- \* Decrease paper generation of benefits, reporting, information and increase electronic disbursement and dissemination;
- \* Increase program benefit efficiency;
- \* Increase program reporting accuracy and expediency;
- \* Increase program tracking and reduce fraud;
- \* Continue to be a national role model through continued department visionary

Double-Click to Add New Initiative

## FY 2008 – FY 2009 INITIATIVES

INITIATIVE NUMBER: **INI1**

Initiative Title & Description: **Replace CHILD AND ADULT PROTECTIVE SERVICES SYSTEM (CAPS)**

- \* Begin planning and development process in FY 2008 for replacement. Planning for a new system would need to begin in July 2008. Development would need to begin by July 2009. Testing of a new system would need to begin by July 2010. Implementation would begin in July 2011 in order to meet the FY 2012 deadline.
- \* Build upon our vision of a Common Client Database. This shared database would be a repository of common client and provider data in one central location. The data would interface with other department systems and also with other agencies.

INITIATIVE NUMBER    **INI2**

Initiative Title & Description: **Reallocate functionality of THE ECONOMIC ASSISTANCE MANAGEMENT SYSTEM (TEAMS -including TESS, CCUBS)**

- \*        Distribute technology from mainframe to more contemporary programming languages and technology platforms.
- \*        Build upon our vision of a Common Client Database. This shared database would be a repository of common client and provider data in one central location. The data would interface with other department systems and also with other agencies.

INITIATIVE NUMBER:    **INI3**

Initiative Title & Description: **System for Enforcement And Recovery of Child Support (SEARCHS)**

The system provides an automated method for establishing, enforcing, and modifying support orders, locating absent parents, establishing paternity, generating documents, calculating guidelines, determining hardships, establishing automatic income withholding, generating federal reports of caseload data, and performing general case management functions. The system also supports all accounting functions, which includes collecting payments, adjusting amounts, interfacing daily with SABHRS, updating warrant information, calculating arrearage, issuing monthly billing statements, tracking grant amounts, and generating federal reports of collection and distribution.

The mid-term/long-range goals identified in this section are also intended to meet current system needs while supporting the overall long-range IT plan. The following goals should be implemented by the end of fiscal year 2009.

- \*        Investigate the possible use of a Common Client Database when planning for the future development of the SEARCHS system.
- \*        Develop a search feature for case notes and pay history to eliminate the need for extensive scrolling.
- \*        Investigate offline storage of closed cases. The closed cases must be easily retrievable. This alternative storage should save computer storage costs and reduce processing time.
- \*        Develop "smart ticklers" that compare specific data elements and recognize critical conditions.
- \*        Intensify efforts to improve current interfaces, i.e. CSENet, TEAMS, CCR, Montana Access, etc. In addition, investigate the possibility of establishing an interface with the Lottery and FWP on-line licensing system.
- \*        Investigate the use of a modular solution when updating existing or adding new functionality to SEARCHS, with possible development on a different platform. The solution must appear seamless to users of the system.

INITIATIVE NUMBER: **INI4**

Initiative Title & Description: **Replace MEDICAID MANAGEMENT INFORMATION SYSTEM (MMIS)**

Replace the MMIS system with a new technology system with a target date of July 1, 2009.

INITIATIVE NUMBER: **INI5**

Initiative Title & Description:

**CDS/LIEAP(CENTRAL DATABASE SYSTEM/LOW INCOME ENERGY ASSISTANCE PROGRAM)**

Development of additional Oracle and Discoverer reports to provide outcome information to federal funding agencies. Provide on-demand progress reports for the Community Service Block Grant utilizing Results Oriented Management and Accountability (ROMA) measurements and the annual National Association of State and Community Service Programs (NASCS) as required by Government Performance Results Act of 1993 (GPRA) for Congressional reporting.

- Development of additional interfaces at the request of the Human Resource Development Councils (HRDCs) (e.g., with Head Start, Section 8, MTJP, Food Pantries and other programs to eliminate duplicate data entry at the HRDCs).
- Maintenance of current system and secure additional resources to implement high priority enhancements and address State and Federal audit issues in order to maximize the efficiency and productivity of end-user staff.
- Continue evaluation and planning and development activities with HRDCs.
- Housing and Urban Development (HUD) is requiring that their programs be automated as mandated by the McKinney-Vento Act. This includes the Homeless Management Information System (HMIS), Housing for People with Aids (HOPWA), and potentially for the Emergency Shelter Program.

INITIATIVE NUMBER: **INI6**

Initiative Title & Description: **Expand Montana Access (Electronic Benefits Transfer – EBT)**

The long range goal is the addition of other DPHHS Program Benefits and Information to EBT. DPHHS administers approximately 380 federal and state funded programs. It is the department vision to integrate as many program benefit payments and funds transfer to EBT as possible with the following goals:

- \* Decrease paper generation of benefits, reporting, information and increase electronic disbursement and dissemination;
- \* Increase program benefit efficiency;
- \* Increase program reporting accuracy and expediency;
- \* Increase program tracking and reduce fraud;
- \* Continue to be a national role model through continued department visionary

INITIATIVE NUMBER: **INI7**

Initiative Title & Description: **Replace WIC:**

Replace the Montana WIC Program and integrate into Montana Access (EBT).

INITIATIVE NUMBER: **INI8**

Initiative Title & Description: **Commodity Allocation Tracking System (CATS):**

There is currently no funding available to replace this program, but it should be identified as a potential replacement candidate under the 2008-2009 IT Plan or sooner if funding is made available. USDA is very interested in Montana upgrading this system; several requests have been made by the Regional Office for reports to be electronically submitted.

Double-Click to Add New Initiative

## 8.2 INITIATIVE INTERDEPENDENCIES

List the initiatives identified in Section 8.1 that are interdependent with a description of the interdependency(s) (e.g., IT1, IT2, IT3, etc.).

INITIATIVE Number(s):

Initiative Interdependencies Description:

None.



## SECTION 9: IT INITIATIVE DETAILS (FY 2004 - FY 2007)

Provide information requested for items 9.1 through 9.8 for each initiative listed in Section 8.1. If you use and submit the spreadsheet it is not necessary to complete this table.

### 9.1 INITIATIVE NUMBER, TITLES & EPP NUMBER

Initiative Number: IN11 Title: **CHILD AND ADULT PROTECTIVE SERVICES SYSTEM (CAPS)**

EPP Number (If Applicable) \_\_\_\_\_

**\*\*SEE ATTACHED SPREADSHEETS\*\***

### 9.2 ESTIMATED INITIATIVE COSTS

	FY 2004	FY 2005	FY 2006	FY 2007
Personal Services	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Outside Contracted Services (non-ITSD)	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
ITSD Contracted Services	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Hardware	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Hardware Maintenance	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Telecommunications - data	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Telecommunications – voice/video	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Software and software maintenance	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Training	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Miscellaneous	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
TOTAL	\$ 0.	\$ 0.	\$ 0.	\$ 0.

Update the "Total" calculation by selecting the field and then pressing F9

### 9.3 ACTIVITY TYPE

Place an "x" in the appropriate box. More than one box may be selected

- Maintenance of Existing Application or System ☒
- Major Enhancement to an Existing Application or System ☐
- Replacement of Existing Application or System ☐
- New Application or System ☐
- Other \_\_\_\_\_ ☐

#### 9.4 ESTIMATED SCHEDULE (MONTH & YEAR)

Estimated Start: ONGOING Month [\[Click Here to Enter Data\]](#) Year

Estimated End: [\[Click Here to Enter Data\]](#) Month [\[Click Here to Enter Data\]](#) Year

If this initiative will be continuous from the start date, place an "x" in the box. ☐

#### 9.5 BUSINESS REQUIREMENT & INITIATIVE SCOPE

Describe the scope of the initiative and how the initiative supports the agency business goals or requirements from Section 4. The discussion may include capabilities to provide new services or capabilities to improve current services in support of the agency's mission, goals, and objectives.

Double-Click for an Example

CAPS is an automated social services information system covering all the major areas of child protection services, adult services and juvenile corrections and provides a statewide automated tool to capture and provide management information for the critical daily decisions made by workers and managers at the local, regional and state office levels.

Although CAPS was designed to be a supportive system, it is now an integral part of initiating and coordinating services for both consumers and providers. Changing demographics and shifting political agendas in Montana and at the Federal level continually create new demands on the CAPS system.

The system must always be able to accommodate new legislation, policies, procedures, or changes in audit issues.

#### 9.6 AGENCY IT GOALS & OBJECTIVES

Describe how the initiative will help the Agency to achieve the IT goals and objectives identified in this plan. List the IT goals from Section 5 supported by this initiative.

**ITG7: Maintain**, enhance, and replace existing systems to address changing business requirements and changes in technology

#### 9.7 TECHNICAL APPROACH

Describe the initiative's technical approach including a description of the hardware and software environment.

Double-Click for an Example

This would be processed through facilities management contract.

- a. Describe primary computer and network hardware that will be allocated to this initiative. Where will the servers be located (city and building)?

Online terminal access to the mainframe is accomplished using computers operating Ethernet methodology under Attachmate Extra. These computers are networked using Novell Netware or Windows 2000 using LANS for the central office and router-based connectivity for regional offices.

The computer systems are used extensively for typical PC applications such as Word, Excel and Document Generation.

**Document Generation (DOCGEN): Users of CAPS access document generation through their web browser:**

Primary Hardware components: (located in DPHHS Sanders Building)

- Worker's Personal Computer
- Apache Tomcat Web Server
- Oracle Database Server
- Enterprise Server

Double-Click for an Example

[\[Click Here to Enter Data\]](#)

- b. Describe the primary IT software (i.e., OSs, databases, etc.) applications to support this initiative.

Double-Click for an Example

This system operates in an Integrated Database Management System (IDMS) 14.1 environment. The application runs under ZOS v1 r2 on the IBM Z800 2066-002 mainframe Operated by the Department of Administration (DOA) Information Technology Services Division (ITSD).

- c. Describe any intra-agency or inter-agency services the Agency will require to support this initiative.

Double-Click for an Example

None

- d. Describe any consulting contracts and outsourced professional services needed to implement and support this initiative.

Double-Click for an Example

Northrop Grumman provides programmer/analysts to fulfill the duties described under our Facilities Management contract.

- e. Identify any Internet or Web Services, telephony or other access methods needed in order to implement this initiative or provide service.

Double-Click for an Example

**Document Generation (DOCGEN): Users of CAPS access document generation through their web browser:**

Primary Hardware components:

- Worker's Personal Computer
- Apache Tomcat Web Server
- Oracle Database Server
- Enterprise Server

## 9.8 RISKS

Describe any known considerations or contingencies, major risks, and the implications of not attaining this IT initiative. Exclude any risks discussed in Section 5.

None.

❖ ❖ ❖

### 9.1 INITIATIVE NUMBER, TITLES & EPP NUMBER

Initiative Number: **INI2**

Title: **THE ECONOMIC ASSISTANCE MANAGEMENT SYSTEM  
(TEAMS -including TESS, CCUBS)**

EPP Number (If Applicable)

### 9.2 ESTIMATED INITIATIVE COSTS

	FY 2004	FY 2005	FY 2006	FY 2007
Personal Services	DisplayText c	DisplayText c	DisplayText c	DisplayText c
ITSD Contracted Services	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Other State Agency Contracted Services	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Outside Contracted Services	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Hardware	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Telecommunications	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Software	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Maintenance	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Miscellaneous	[Click to Enter #]	[Click to Enter #]	[Click to Enter #]	[Click to Enter #]
Training	[Click to Enter #]	[Click to Enter #]	[Click to Enter #]	[Click to Enter #]
TOTAL	\$ 0.	\$ 0.	\$ 0.	\$ 0.

Update the "Total" calculation by selecting the field and then pressing F9

### 9.3 ACTIVITY TYPE

Place an "x" in the appropriate box. More than one box may be selected.

Maintenance of Existing Application or System	<input checked="" type="checkbox"/>
Major Enhancement to an Existing Application or System	<input type="checkbox"/>
Replacement of Existing Application or System	<input type="checkbox"/>
New Application or System	<input type="checkbox"/>

### 9.4 ESTIMATED SCHEDULE (MONTH & YEAR)

Estimated Start: ONGOING Month [\[Click Here to Enter Data\]](#) Year

Estimated End: [\[Click Here to Enter Data\]](#) Month [\[Click Here to Enter Data\]](#) Year

If this initiative will be continuous from the start date, place an "x" in the box. ☐

### 9.5 BUSINESS REQUIREMENT & INITIATIVE SCOPE

Describe the scope of the initiative and how the initiative supports the agency business goals or requirements from Section 4. The discussion may include capabilities to provide new services or capabilities to improve current services in support of the agency's mission, goals, and objectives.

Double-Click for an Example

The Economic Assistance Management System (TEAMS) provides statewide on-line eligibility determination for Food Stamps, TANF and Medicaid Programs. TEAMS ensures consistency in application of welfare policy and accuracy and timeliness of benefit determinations and payments.

The system must always be able to implement new legislation, policies, procedures, or changes in audit issues.

### 9.6 AGENCY IT GOALS & OBJECTIVES

Describe how the initiative will help the Agency to achieve the IT goals and objectives identified in this plan. List the IT goals from Section 5 supported by this initiative.

**ITG7: Maintain,** enhance, and replace existing systems to address changing business requirements and changes in technology

## 9.7 TECHNICAL APPROACH

Describe the initiative's technical approach including a description of the hardware and software environment.

Double-Click for an Example

This would be processed through facilities management contract.

Development software for CCUBS and TESS:

- Oracle Designer 6i
- Oracle Developer 6i
- PL/SQL

- a. Describe primary computer and network hardware that will be allocated to this initiative. Where will the servers be located (city and building)?

Double-Click for an Example

Online terminal access to the mainframe is accomplished using computers operating Ethernet methodology under Attachmate Extra. These computers are networked using Novell Netware or Windows 2000 using LANS for the central office and router-based connectivity for regional offices.

The computer systems are used extensively for typical PC applications such as Word, Excel and Document Generation.

- b. Describe the primary IT software (i.e., OSs, databases, etc.) applications to support this initiative.

Double-Click for an Example

### TEAMS:

- \* TEAMS operates on an IBM 9021-821 mainframe running under MVS/ESA.
- \* It is an IDMS v14.1 database application using online dialogues written in ADS/O and batch modules written in COBOL for MVS.
- \* The system contains approximately 1275 online programs and batch programs.
- \* It consists of 355 screens and 900 reports.
- \* TEAMS stores 15.5 gigabytes of data.

### CCUBS:

- \* CCUBS runs on an IBM RS-6000 server running under AIX;
- \* The CCUBS database uses the Oracle 8i RDBMS and the application runs on an Oracle iAS Web server with Forms Server and Reports Server;
- \* The application was developed in Oracle Forms, Oracle Reports, and PL/SQL. It is delivered to client machines through a Web browser;
- \* CCUBS consists of approximately 45 tabbed program screens, 133 code table screens, 115 reports and notifications, and 57 batch processes;

- \* The CCUBS database currently occupies approximately 2.4 GB of data storage for the data, indices, and pdf files.

**TESS:**

- \* Operates on an Oracle 8i database located in the DPHHS Building on Sanders St.

c. Describe any intra-agency or inter-agency services the Agency will require to support this initiative.

Double-Click for an Example

None.

d. Describe any consulting contracts and outsourced professional services needed to implement and support this initiative.

Double-Click for an Example

Northrop Grumman provides Programmer/Analysts to fulfill the duties described under our Facilities Management contract.

e. Identify any Internet or Web Services, telephony or other access methods needed in order to implement this initiative or provide service.

Double-Click for an Example

**Document Generation (DOCGEN): Users will access document generation through their web browser:**

Primary Hardware components: (located in DPHHS Building on Sanders St.)

- Worker's Personal Computer
- Apache Tomcat Web Server
- Oracle Database Server
- Enterprise Server

## 9.8 RISKS

Describe any known considerations or contingencies, major risks, and the implications of not attaining this IT initiative. Exclude any risks discussed in Section 5.

None.

❖ ❖ ❖

## 9.1 INITIATIVE NUMBER, TITLES & EPP NUMBER

Initiative Number: **INI3**

Title: **System for Enforcement And Recovery of Child Support (SEARCHS)**

EPP Number (If Applicable) \_\_\_\_\_

## 9.2 ESTIMATED INITIATIVE COSTS

	FY 2004	FY 2005	FY 2006	FY 2007
Personal Services	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
ITSD Contracted Services	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
Other State Agency Contracted Services	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
Outside Contracted Services	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
Hardware	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
Telecommunications	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
Software	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
Maintenance	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
Miscellaneous	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Training	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
TOTAL	\$ 0.	\$ 0.	\$ 0.	\$ 0.

Update the "Total" calculation by selecting the field and then pressing F9

## 9.3 ACTIVITY TYPE

Place an "x" in the appropriate box. More than one box may be selected.

- Maintenance of Existing Application or System ☒
- Major Enhancement to an Existing Application or System ☐
- Replacement of Existing Application or System ☐
- New Application or System ☐

## 9.4 ESTIMATED SCHEDULE (MONTH & YEAR)

Estimated Start: ONGOING Month [\[Click Here to Enter Data\]](#) Year

Estimated End: [\[Click Here to Enter Data\]](#) Month [\[Click Here to Enter Data\]](#) Year

If this initiative will be continuous from the start date, place an "x" in the box. ☐



## 9.5 BUSINESS REQUIREMENT & INITIATIVE SCOPE

Describe the scope of the initiative and how the initiative supports the agency business goals or requirements from Section 4. The discussion may include capabilities to provide new services or capabilities to improve current services in support of the agency's mission, goals, and objectives.

Double-Click for an Example

SEARCHS is a federally certified child support enforcement system under the 1988 Family Support Act. The objective in developing SEARCHS was to significantly improve the collection of child support payments for Montana children. (Chapter 45 Section 3XX, CFR and 40-129, MCA)

The system must always be able to implement new legislation, policies, procedures, interface updates or changes in audit issues.

## 9.6 AGENCY IT GOALS & OBJECTIVES

Describe how the initiative will help the Agency to achieve the IT goals and objectives identified in this plan. List the IT goals from Section 5 supported by this initiative.

**ITG7: Maintain,** enhance, and replace existing systems to address changing business requirements and changes in technology

## 9.7 TECHNICAL APPROACH

Describe the initiative's technical approach including a description of the hardware and software environment.

Double-Click for an Example

This would be processed through Facilities Management contract.

- a. Describe primary computer and network hardware that will be allocated to this initiative. Where will the servers be located (city and building)?

Double-Click for an Example

Online terminal access to the mainframe is accomplished using computers operating Ethernet and Token Ring methodology under Attachmate Extra. These computers are networked using Novell Netware and Windows 2000 servers using Local Area Networks (LANS) for the central office and router-based connectivity for regional offices.

The computer systems are used extensively for typical PC applications such as Word, Excel and Document Generation.

- b. Describe the primary IT software (i.e., OSs, databases, etc.) applications to support this initiative.

Double-Click for an Example

This system operates in an Integrated Database Management System (IDMS) 14.1 environment. The application runs under ZOS v1 r2 on the IBM Z800 2066-002 mainframe Operated by the Department of Administration (DOA) Information Technology Services Division (ITSD).

- c. Describe any intra-agency or inter-agency services the Agency will require to support this initiative.

Double-Click for an Example

None.

- d. Describe any consulting contracts and outsourced professional services needed to implement and support this initiative.

Double-Click for an Example

Northrop Grumman provides Programmer/Analysts to fulfill the duties described under our Facilities Management contract. In addition, Northrop Grumman provides Infrastructure support such as Production Operations Support, Database Administration, Mail Courier Services and Help Desk Support and a Project Manager.

Tier Technologies provides and processes files for the Financial Institution Data Match (FIDM); maintains a website for the CSED and financial institutions; tracks compliance; reports the emergence of new financial institutions; provides the CSED with regular and ad hoc reports; and updates software as required by changing federal data specifications.

Department of Revenue currently processes new hire reports, provides daily uploads to the State and National Directory of New hires along with support and maintenance for the New Hire System.

Montana clerks of court provide the CSED with support order data required for the Federal Case Registry.

- e. Identify any Internet or Web Services, telephony or other access methods needed in order to implement this initiative or provide service.

Double-Click for an Example

The Virtual Human Services Pavilion provides links to Child Support Payment system, [http://vhsp.dphhs.state.mt.us/dph\\_k0d.htm](http://vhsp.dphhs.state.mt.us/dph_k0d.htm). The Pavilion also supplies links to a Delinquent List, a General Case Registry and Child Support Guidelines.

**CSED IVR:**

- o SCO Unix platform; application must migrate.
- o Open case inquiry, payment and policy information is also available.
- o Initial Cases are filed with CSED local offices.
- o 333,650 calls processed during fiscal year 2003.
- o Mainframe SNA, Express.

**Document Generation (DOCGEN): Users will access document generation through their web browser:**

Primary Hardware components: (located in DPHHS Building on Sanders St.)  
 -Worker's Personal Computer  
 -Apache Tomcat Web Server  
 -Oracle Database Server  
 -Enterprise Server

## 9.8 RISKS

Describe any known considerations or contingencies, major risks, and the implications of not attaining this IT initiative. Exclude any risks discussed in Section 5.

Federally mandated changes that cannot be implemented within the deadlines set can result in sanctions.

Interface changes that are outside of Child Support's control are implemented then data will be missing or corrupt in SEARCHS

If the IVR or web-base services are not available then Child Support will not be able to meet the needs of the public for providing payment information to all parties involved.

❖ ❖ ❖

### 9.1 INITIATIVE NUMBER, TITLES & EPP NUMBER

Initiative Number: **INI4** Title: **MEDICAID MANAGEMENT INFORMATION SYSTEM (MMIS)**

EPP Number (If Applicable) \_\_\_\_\_

### 9.2 ESTIMATED INITIATIVE COSTS

	FY 2004	FY 2005	FY 2006	FY 2007
Personal Services	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
ITSD Contracted Services	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
Other State Agency Contracted Services	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
Outside Contracted Services	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
Hardware	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
Telecommunications	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
Software	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
Maintenance	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>	<a href="#">DisplayText c</a>
Miscellaneous	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>

Training

	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
TOTAL	\$ 0.	\$ 0.	\$ 0.	\$ 0.

Update the "Total" calculation by selecting the field and then pressing F9

### 9.3 ACTIVITY TYPE

Place an "x" in the appropriate box. More than one box may be selected.

- Maintenance of Existing Application or System ☒
- Major Enhancement to an Existing Application or System ☐
- Replacement of Existing Application or System ☐
- New Application or System ☐

### 9.4 ESTIMATED SCHEDULE (MONTH & YEAR)

Estimated Start: ONGOING Month [\[Click Here to Enter Data\]](#) Year

Estimated End: [\[Click Here to Enter Data\]](#) Month [\[Click Here to Enter Data\]](#) Year

If this initiative will be continuous from the start date, place an "x" in the box. ☐

### 9.5 BUSINESS REQUIREMENT & INITIATIVE SCOPE

Describe the scope of the initiative and how the initiative supports the agency business goals or requirements from Section 4. The discussion may include capabilities to provide new services or capabilities to improve current services in support of the agency's mission, goals, and objectives.

Double-Click for an Example

The Medicaid Management Information System (MMIS) provides an automated claims processing system for various medical services for the State of Montana. The system contains all information on medical providers who are enrolled to deliver services, all eligible Montana residents, specific information regarding the eligibility of these recipients, plus all pricing criteria and payment policies. These data allow for complete adjudication and payment of provider claims. The system was designed under contract with the Department, by ACS Inc. (formerly Consultec Inc.). ACS currently operates the system as Fiscal Agent for the Department. Under this contract, ACS performs fiscal agent functions for, and the system contains data on:

- The Medicaid program
- The Mental Health Services Plan (MHSP)
- The Children's Health Insurance Program (CHIP) (premium payments, dental care and vision supplies)
- Certain Indian Health Services (IHS) in Montana

## 9.6 AGENCY IT GOALS & OBJECTIVES

Describe how the initiative will help the Agency to achieve the IT goals and objectives identified in this plan. List the IT goals from Section 5 supported by this initiative.

**ITG7: Maintain,** enhance, and replace existing systems to address changing business requirements and changes in technology

## 9.7 TECHNICAL APPROACH

Describe the initiative's technical approach including a description of the hardware and software environment.

Double-Click for an Example

This would be processed through the Fiscal Agent contract with ACS.

- a. Describe primary computer and network hardware that will be allocated to this initiative. Where will the servers be located (city and building)?

Double-Click for an Example

Network owned/operated by ACS; resides in Pittsburgh, Pennsylvania

- General: IBM 7672 with multiple CPUs; 13.2 Terabyte DASD (11.9 TB RAID technology and 1.3 TB conventional; EMC, Hitachi, StorageTex, Iceberg, IBM DASD Storage Devices.

- Communications:

21 front end processors

Dual fiber optic building

3,100 managed telecommunications lines

24 router based networks

350 fully managed network devices

11 mainframe channel extension nodes

2 full OC 12 Sonet Ring building feeds

- Extensive midrange and Client Server components.

- b. Describe the primary IT software (i.e., OSs, databases, etc.) applications to support this initiative.

Double-Click for an Example

See (a.) above

- c. Describe any intra-agency or inter-agency services the Agency will require to support this initiative.

Double-Click for an Example

None.

- d. Describe any consulting contracts and outsourced professional services needed to implement and support this initiative.

Double-Click for an Example

ACS provides Programmer/Analysts to fulfill the duties described under Fiscal Agent contract.

- e. Identify any Internet or Web Services, telephony or other access methods needed in order to implement this initiative or provide service.

Double-Click for an Example

None.

## 9.8 RISKS

Describe any known considerations or contingencies, major risks, and the implications of not attaining this IT initiative. Exclude any risks discussed in Section 5.

None.

Initiative Number: **INI5**

Title: **CDS/LIEAP(CENTRAL DATABASE SYSTEM/LOW INCOME ENERGY ASSISTANCE PROGRAM)**

EPP Number (If Applicable)

## 9.2 ESTIMATED INITIATIVE COSTS

	FY 2004	FY 2005	FY 2006	FY 2007
Personal Services	DisplayText c	DisplayText c	DisplayText c	DisplayText c
ITSD Contracted Services	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Other State Agency Contracted Services	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Outside Contracted Services	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Hardware	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Telecommunications	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Software	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Maintenance	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Miscellaneous	[Click to Enter #]	[Click to Enter #]	[Click to Enter #]	[Click to Enter #]
Training	[Click to Enter #]	[Click to Enter #]	[Click to Enter #]	[Click to Enter #]
<b>TOTAL</b>	<b>\$ 0.</b>	<b>\$ 0.</b>	<b>\$ 0.</b>	<b>\$ 0.</b>

Update the "Total" calculation by selecting the field and then pressing F9

### 9.3 ACTIVITY TYPE

Place an "x" in the appropriate box. More than one box may be selected.

- |  |  |
|--|--|
| Maintenance of Existing Application or System          | <input checked="checked" type="checkbox"/> |
| Major Enhancement to an Existing Application or System | <input type="checkbox"/>                   |
| Replacement of Existing Application or System          | <input type="checkbox"/>                   |
| New Application or System                              | <input type="checkbox"/>                   |

### 9.4 ESTIMATED SCHEDULE (MONTH & YEAR)

Estimated Start: ONGOING Month [\[Click Here to Enter Data\]](#) Year

Estimated End: [\[Click Here to Enter Data\]](#) Month [\[Click Here to Enter Data\]](#) Year

If this initiative will be continuous from the start date, place an "x" in the box. ☐

### 9.5 BUSINESS REQUIREMENT & INITIATIVE SCOPE

Describe the scope of the initiative and how the initiative supports the agency business goals or requirements from Section 4. The discussion may include capabilities to provide new services or capabilities to improve current services in support of the agency's mission, goals, and objectives.

Double-Click for an Example

The State of Montana has ten (10) non-profit Human Resource Development Councils (HRDCs). Each HRDC provides services supported through various grants including Community Services Block Grants (CSBG) administered by the Intergovernmental Human Services Bureau (IHSB) within the Human and Community Services Division. The Government Performance Reporting Act requires IHSB to collect demographic and service related information from the HRDCs that must then be submitted to the U.S. Department of Health and Human Services. To accomplish this, the Central Database System (CDS) was created.

### 9.6 AGENCY IT GOALS & OBJECTIVES

Describe how the initiative will help the Agency to achieve the IT goals and objectives identified in this plan. List the IT goals from Section 5 supported by this initiative.

**ITG7: Maintain,** enhance, and replace existing systems to address changing business requirements and changes in technology

## 9.7 TECHNICAL APPROACH

Describe the initiative's technical approach including a description of the hardware and software environment.

Double-Click for an Example

- a. Describe primary computer and network hardware that will be allocated to this initiative. Where will the servers be located (city and building)?

Double-Click for an Example

CDS is a statewide system used by the HRDCs, one (1) Area Agency on Aging and some DPHHS employees with a total user count of approximately 300. CDS is an Oracle client-server system utilizing both an on-line and data warehouse component. The system uses two database servers that reside in Helena at 111 Sanders. The client software is installed on user PCs which are connected to the central servers using Summitnet.

- b. Describe the primary IT software (i.e., OSs, databases, etc.) applications to support this initiative.

Double-Click for an Example

CDS is an Oracle Client Server application.

CDS contains 46 Oracle forms, 57 Oracle reports and 60 procedures/interfaces.

CDS has a Discoverer End User Layer with 11 business areas.

Technical Architecture:

Database:	Oracle 8i
Development Languages:	PL/SQL, SQL
Development Tools:	Oracle Designer, Forms, Reports, Discoverer

CDS uses approximately 3 GB of disk space on PROD1, and 14 GB on PRDW.

- c. Describe any intra-agency or inter-agency services the Agency will require to support this initiative.

Double-Click for an Example

None.

- d. Describe any consulting contracts and outsourced professional services needed to implement and support this initiative.

Double-Click for an Example

DPHHS utilizes the state MIS services contract to acquire maintenance, support and enhancements for the CDS system from Northrop Grumman.



- e. Identify any Internet or Web Services, telephony or other access methods needed in order to implement this initiative or provide service.

Double-Click for an Example

None.

## 9.8 RISKS

Describe any known considerations or contingencies, major risks, and the implications of not attaining this IT initiative. Exclude any risks discussed in Section 5.

None.

Initiative Number: **INI6**

Title: **Montana Access – (Electronic Benefits Transfer – EBT)**

EPP Number (If Applicable)

## 9.2 ESTIMATED INITIATIVE COSTS

	FY 2004	FY 2005	FY 2006	FY 2007
Personal Services	DisplayText c	DisplayText c	DisplayText c	DisplayText c
ITSD Contracted Services	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Other State Agency Contracted Services	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Outside Contracted Services	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Hardware	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Telecommunications	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Software	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Maintenance	DisplayText c	DisplayText c	DisplayText c	DisplayText c
Miscellaneous	[Click to Enter #]	[Click to Enter #]	[Click to Enter #]	[Click to Enter #]
Training	[Click to Enter #]	[Click to Enter #]	[Click to Enter #]	[Click to Enter #]
TOTAL	\$ 0.	\$ 0.	\$ 0.	\$ 0.

Update the "Total" calculation by selecting the field and then pressing F9

## 9.3 ACTIVITY TYPE

Place an "x" in the appropriate box. More than one box may be selected.

Maintenance of Existing Application or System

☒

Major Enhancement to an Existing Application or System ☐

Replacement of Existing Application or System ☐

New Application or System ☐

#### 9.4 ESTIMATED SCHEDULE (MONTH & YEAR)

Estimated Start: ONGOING Month [\[Click Here to Enter Data\]](#) Year

Estimated End: [\[Click Here to Enter Data\]](#) Month [\[Click Here to Enter Data\]](#) Year

If this initiative will be continuous from the start date, place an "x" in the box. ☐

#### 9.5 BUSINESS REQUIREMENT & INITIATIVE SCOPE

Describe the scope of the initiative and how the initiative supports the agency business goals or requirements from Section 4. The discussion may include capabilities to provide new services or capabilities to improve current services in support of the agency's mission, goals, and objectives.

Double-Click for an Example

MONTANA ACCESS is an electronic benefits transfer (EBT) system that provides on-line distribution of electronic payments, authorizations, benefits and funds between program participants, merchant providers and financial institutions. This system was a result of Interoperability and Portability Legislation passed in August of 2000, requiring all states to have interoperable EBT systems to deliver Food Stamp Program (FSP) benefits by October 1, 2002. MONTANA ACCESS was implemented statewide in June 2002. The system is a payment and funds movement platform that interfaces with the department's eligibility and benefits history system, The Economic Assistance Management System (TEAMS) to electronically deliver authorizations or denials for transactions that occur when participants use their debit cards to purchase eligible food items from authorized food retailers. MONTANA ACCESS also supports Temporary Assistance for Needy Families (TANF) cash. MONTANA ACCESS interfaces with the System for the Enforcement And Recovery of Child Support (SEARCHS) as an optional payment method to custodial parents for receiving child support payments.

ACH Direct Deposit information is loaded into a MONTANA ACCESS staging table. A mainframe procedure extracts the data and formats the files for transfer to SABHRS, which is then transferred to the appropriate financial institutions.

#### 9.6 AGENCY IT GOALS & OBJECTIVES

Describe how the initiative will help the Agency to achieve the IT goals and objectives identified in this plan. List the IT goals from Section 5 supported by this initiative.

**ITG7: Maintain,** enhance, and replace existing systems to address changing business requirements and changes in technology

## 9.7 TECHNICAL APPROACH

Describe the initiative's technical approach including a description of the hardware and software environment.

Double-Click for an Example

This would be processed through Facilities Management contract.

- a. Describe primary computer and network hardware that will be allocated to this initiative. Where will the servers be located (city and building)?

Double-Click for an Example

The Montana Access system runs on three RS/6000 servers. Two of these, a primary and secondary (backup) are located in Helena at 111 Sanders. The third server is located in another state and provides an offsite backup in the event that the primary and secondary servers are unavailable. These servers reside on a highly redundant, routed and switched TCP/IP network.

- b. Describe the primary IT software (i.e., OSs, databases, etc.) applications to support this initiative.

Double-Click for an Example

The MONTANA ACCESS System is an Oracle based system written in Oracle C++ using Designer 6i, Case Tool, Oracle Reports Builder 6i using Oracle 8i software.

- c. Describe any intra-agency or inter-agency services the Agency will require to support this initiative.

Double-Click for an Example

None.

- d. Describe any consulting contracts and outsourced professional services needed to implement and support this initiative.

Double-Click for an Example

Northrop Grumman provides Programmer/Analysts and Help Desk staff to fulfill the duties described under our Facilities Management contract.

- e. Identify any Internet or Web Services, telephony or other access methods needed in order to implement this initiative or provide service.

The Interactive Voice Response Unit is maintained by ITSD and supports:

- Windows 2000 Platform; migration is optional
- Food Stamps, cash assistance, and child support payments to an account accessed via a debit card.
- Member(client) application; establish PINs, check balances, recent transactions, and report lost or stolen cards.
- Retailer application for stores that don't have card readers. They call in and to through a manual voucher process.
- Oracle Database Version 8, stored procedure calls to a database.

## 9.8 RISKS

Describe any known considerations or contingencies, major risks, and the implications of not attaining this IT initiative. Exclude any risks discussed in Section 5.

None.

## SECTION 10: IT INITIATIVE (FY 2008-2009)

Briefly describe the possible business requirements and IT solutions that are associated with each FY2008-FY2009 initiative listed in section 8.1.

### **Child and Adult Protective Services System (CAPS)**

Although CAPS was designed to be a supportive system, it is now an integral part of initiating and coordinating services for both consumers and providers. Changing demographics and shifting political agendas in Montana and at the Federal level continually create new demands on the CAPS system. To meet these demands, and because the average useful age of a mainframe application is approximately eight years, we recommend CAPS be replaced in FY2008. Successful implementation of a new CAPS system in FY2012 would require:

- \* Begin planning and development process in FY 2008 for replacement. Planning for a new system would need to begin in July 2008. Development would need to begin by July 2009. Testing of a new system would need to begin by July 2010. Implementation would begin in July 2011 in order to meet the FY 2012 deadline.
- \* The new system will continue to be capable of incremental growth, automatic collection and exchange of information across a diverse set of systems and service providers, and have the ability to develop reports and query data that is electronically submitted to State and Federal entities.

- \* The new system will comply with records management policies. CAPS will support the Common Client Database concept, with the overall vision of improving outcomes for Montana's vulnerable citizens. The committee makes the following recommendations:

- CAPS users will have the ability to extract data from a data warehouse to create their own reports for legislative purposes, state advisory council, local community involvement, management analysis, etc.
- CAPS users will use a common client identifier and have the ability to interface with the Social Security Administration for SSN verification.
- CAPS will have enhanced interfaces with TEAMS, SEARCHS, CCUBS, etc.
- CAPS will provide online access to criminal background information.

\*Current guidelines require a criminal background check before licensure/approval of resource families. CAPS will have the ability to interface with the appropriate jurisdiction to perform criminal background checks, using the best technology available.

- \*Increase Facilities Management contract to include a minimum of 6 additional programmers.

## **The Economic Assistance Management System (TEAMS-including TESS, CCUBS)**

### **Deficiencies:**

- \* ADSO Software (Computer Associates).  
Some items identified as problems on TEAMS that are tied to this software include:
  - \* Lack of wrap-around capability on case notes and notices;
  - \* Notice functionality in general.
- \* COBOL Programming.
- \* Lack of sufficient programming resources to complete the multitude of enhancements, report requests (ad hoc or otherwise) and maintenance work on TEAMS.
- \* Reporting Functionality.
- \* Accuracy of reports in particular is a concern.
- \* Lack of a two-way electronic interface between TEAMS and Accounts Receivable (AR).
- \* Manipulation of programming that comes from all assistance programs being tied together.
- \* Lack of interfaces with the following systems:
  - \* Worker's Compensation
  - \* Death Registry
  - \* Social Security On-Line Query (SOLO)
  - \* P-Justice (Vehicle information)
  - \* Department of Labor (unemployment information)
  - \* CAMAS
  - \* Railroad Retirement System
  - \* Veteran's Association

- \* LIEAP
- \* PERS System

## **Information Technology Plan**

This plan is intended to support the development and implementation of a Common Client Database (CCD) system; independent Program Modules within the TEAMS system; and the implementation of Doc-Gen. The plan segments are stepped out into short-term and mid-term/long-range goals as follows:

These goals and objectives are intended to meet anticipated system needs associated with a common client database and to support the Department's overall Long-Range IT Plan:

### **\* TEAMS Changes:**

- Begin implementation of separate program modules for TANF and Food Stamps to accommodate the long-range CCD plan;
- Research software availability and replace the current ADSO software. This would facilitate change to case notes, notices, FIA processing, etc;
- Implement auto-income calculations;
- Electronic interface between TEAMS and AR; and
- Removal of Medicaid Eligibility and processing from TEAMS as well as removal of Medicaid Recipient Data from TEAMS.

### **\* IT Plan Development (CCD):**

- Identify Common Client Database users;
- Address Common Client Database security issues;
- Identify the Common Client Database core data elements;
- Develop a statewide standard to establish a unique Client Identifier in the Common Client Database; and
- Research Federal Information Sharing policy for all programs.

### **\* IT Plan Development (Interfaces):**

- Evaluate current TEAMS interfaces to determine whether the information should be stored in the Common Client Database or in each program module; and
- Research and negotiate additional interfaces to the Common Client Database e.g., Worker's Compensation; Dept. Of Labor & Industry, Death Registry, etc.

## **CCUBS:**

### **Deficiencies:**

Increase Facilities Management contract to include a minimum of 2 additional programmers, bringing the total to 4.

The CCUBS project needs additional facilities management staff (programmers) to work the approximately 200 problem reports currently open and the many enhancements still in queue from user acceptance training in Oct 2001 to today. Significant staff efficiencies could be achieved if additional programmers were available.

Furthermore, the CCUBS project does not have adequate staff to perform maintenance on a

regular basis if that task is in addition to current work. CCUBS encompasses the work that was previously done in MACCS, which had dedicated staff of 2 FTE, CAPS licensing, a brand new contract module (which is requiring more assistance than anticipated), and an internet payment process for Child Care Providers.

- \* Increase staff at DPHHS ISB to handle the increased workload involved with CCUBS processing. Additional hardware may be warranted to support CCUBS and store data. Since the database is housed in DPHHS, the DPS ISB is tremendously taxed and CCUBS is competing with resources there.

#### **Obsolescence:**

We anticipate CCUBS will be adapted to meet future needs and cannot plan for obsolescence at this time.

#### **Mid-Term/Long-Range Goals:**

- Begin working on the Provider Web payment process;
- Begin working on an Interface with NACCRRAware; and
- Work on the enhancement list for CCUBS.

#### **System for Enforcement And Recovery of CHild Support (SEARCHS ):**

##### **Deficiencies:**

The future development of the System for Enforcement And Recovery of CHild Support (SEARCHS) will be greatly influenced by the future technology direction of state government. SEARCHS is one of the major applications residing on the state mainframe. The future direction of ITSD mainframe and mid-tier activity may significantly impact the future direction of SEARCHS.

##### **Obsolescence:**

- \* On-line Help - The present on-line help information is archaic (Wordperfect 5.1 and Assist GT), hard to use and labor intensive to maintain. The software is in need of replacement in addition to a newly designed application for on-line help.
- \* VIPRS - The existing IV-D check reader system, although separate from SEARCHS, plays a critical role in the CSED time sensitive, collection/payment process. Both the hardware and software are in immediate need of replacement. Adding check imaging storage capability to any replacement would aid case workers greatly.
- \* Document Generation - The present Document Generation application uses outdated software (Wordperfect 6.1 and Attachmate Extra). Document Generation needs to be redesigned and the outdated software replaced.

##### **Mid/Long-Range Goals:**

The mid-term/long-range goals identified in this section are also intended to meet current system needs while supporting the overall long-range IT plan. The following goals should be implemented by the end of fiscal year 2009.

- \* Investigate the possible use of a Common Client Database when planning for the future development of the SEARCHS system.
- \* Develop a search feature for case notes and pay history to eliminate the need for extensive scrolling.

- \* Investigate offline storage of closed cases. The closed cases must be easily retrievable. This alternative storage should save computer storage costs and reduce processing time.
- \* Develop “smart ticklers” that compare specific data elements and recognize critical conditions.
- \* Intensify efforts to improve current interfaces, i.e. CSENet, TEAMS, CCR, Montana Access, etc. In addition, investigate the possibility of establishing an interface with the Lottery and FWP on-line licensing system.
- \* Investigate and develop processes to allow automatic withdrawal of child support payments from bank accounts.
- \* Investigate alternatives to operating SEARCHS in a mainframe environment, taking advantage of web-based applications whenever possible.

### **Medicaid Management Information system (MMIS)**

Replace the MMIS system with a new technology system with a target date of July 1, 2009.

In that the current MMIS system is based on obsolete technology and has been fixed, enhanced and tweaked to the point that it is now difficult to change further, a new generation MMIS is needed. The following system deficiencies have been identified which should be considered in planning for a new system:

1. Currently, the MMIS utilizes Medicaid recipient eligibility data from the TEAMS system. Other systems, such as TESS, SEARCHS, DSS, Fraud and Abuse, CAPS, and Enrollment Broker also use TEAMS eligibility data. This requires individual data extracts to be loaded into other program databases, which is costly and time consuming. Further, it represents a duplication of eligibility databases, which is not cost effective, increases the chances of error and results in inconsistent data due to individual database update schedules. Also, it is an eligibility nightmare to ensure that all systems have the same data, clients are not duplicated, etc.
2. There are five system functions which are currently performed by separate systems, which requires interfaces with the MMIS in order for the systems to operate. These systems are: DSS, Fraud and Abuse, TPL, PDCS and DRAMS. This results in excessive operating expenses and numerous inefficiencies.
3. The system’s COBOL II language requires expensive programmer time to make even the simplest changes. A relational database system would allow authorized program staff to make many changes, which would reduce both change costs and the time required to make the changes. Also, in that the system resides solely on a mainframe, maintenance is difficult and costly.
4. Claims must be submitted to the fiscal agent for entry instead of being entered directly into the system by the provider. This requires additional fiscal agent data entry staff, allows only batch claim processing and precludes real time edits which results in excessive claim denials. Then the provider must wait for the adjudication and payment cycle in order to determine how much was paid on the claim.
5. Prior Authorization for many services requires a convoluted process of contracting with various vendors to process and grant prior authorizations, then they send in the PA data to the MMIS,



often requiring additional data to be submitted from other sources, then the MMIS being updated with the PA data and approval reports being sent back to the PA vendors who then must notify providers of the proper PA number to use on their claims for that individual recipient. In addition, when a PA claim is adjusted, manual adjustment of the PA must also be made to preclude further claim denial. A prior authorization automated decision tree would greatly simplify this process and result in lower costs, fewer denied claims and less time to achieve.

6. Provider enrollment is currently done via hard copy forms which are requested by, then mailed to and submitted by the provider. Then the provider is entered into the MMIS as a legitimate Medicaid provider. This is a time consuming process which requires manual processes and data entry, excessive labor and postage expenses.
7. There is no editing function in the system to ensure proper coding of claims, such as diagnosis or CPT codes.
8. The system provides no capability to electronically facilitate Coordination Of Benefits. We currently require crossover claims to be sent to us on paper so we can have a copy of the Medicare Explanation Of Benefits before we can adjudicate our portion of the claim.
9. Currently, when a payment cycle is completed, a file containing provider payment data is ftp'd, then sent to the Operations and Technology Division, where it is then run on the State mainframe in order to produce warrants for the providers and data for the state accounting system. This is a costly and time-consuming process, which increases chances of errors.
10. Disease management functionality groups claims information in ways which allow the user to manage the care of clients with specific conditions such as AIDS or diabetes, or to manage the providers whose panels include patients with specific conditions, or both. Management tools include assessments of care provided to date, missed care, notifications or recalls for care, analyses for providers. This functionality is currently available in off-the-shelf disease management systems, but currently is not an integral part of the MMIS.
11. When paper claims are entered into the system, there is currently no easy way to relate the electronic version back to the original paper claim. This causes lost time searching for the paper claim.

## **Central Database System/Low Income Energy Assistance Program (CDS/LIEAP)**

### **Deficiencies:**

DPHHS has received complaints from CDS users pertaining to response time and lack of an interface with Section 8 Housing Program systems (Section 8 is administered locally by the HRDCs. The Department of Commerce has blocked attempts by DPHHS to design interfaces or capture data from Section 8 systems).

### **Long Term Goals:**

Development of additional Oracle and Discoverer reports to provide outcome information to federal funding agencies. Provide on-demand progress reports for the Community Service Block Grant utilizing Results Oriented Management and Accountability (ROMA) measurements and the annual National Association of State and Community Service Programs (NASCS) as required by Government Performance Results Act of 1993 (GPRA) for Congressional reporting.

- Development of additional interfaces at the request of the Human Resource Development Councils (HRDCs) (e.g., with Head Start, Section 8, MTJP, Food Pantries and other programs to eliminate duplicate data entry at the HRDCs).

- Maintenance of current system and secure additional resources to implement high priority enhancements and address State and Federal audit issues in order to maximize the efficiency and productivity of end-user staff.
- Continue evaluation and planning and development activities with HRDCs.
- Housing and Urban Development (HUD) is requiring that their programs be automated as mandated by the McKinney-Vento Act. This includes the Homeless Management Information System (HMIS), Housing for People with Aids (HOPWA), and potentially for the Emergency Shelter Program.
- Projects under consideration: 1) LIEAP application available on the web, most likely as part of the Virtual Pavilion for ease in applying for services; 2) Provide GIS for Weatherization addresses to the Weatherization group; Develop Computer Based Training for the major systems – CDS, LIEAP, Energy Share, Energy Audit and Discoverer.

### **Electronic Benefits Transfer (EBT)**

The long range goal is the addition of other DPHHS Program Benefits and Information to EBT. DPHHS administers approximately 380 federal and state funded programs. It is the department vision to integrate as many program benefit payments and funds transfer to EBT as possible with the following goals:

- \* Decrease paper generation of benefits, reporting, information and increase electronic disbursement and dissemination;
- \* Increase program benefit efficiency;
- \* Increase program reporting accuracy and expediency;
- \* Increase program tracking and reduce fraud;
- \* Continue to be a national role model through continued department visionary

### **Nutrition Program for Women, Infants, and Children (WIC)**

A feasibility study was conducted by TRW in 2000 concluding the WIC system needs to be upgraded. A recommendation was made to either transfer a system from another state or to build a new system from scratch. Subsequently, funding was requested to continue a planning phase and a Planning Advance Planning Document was submitted to USDA. This has placed Montana in the federal funding stream behind two other projects --- Kansas and then Iowa/North Dakota projects. As part of the planning phase, the Montana WIC program has been requested by USDA to explore collaboration efforts with other states and efforts are underway with Colorado, Wyoming and Utah. The timeline suggested by USDA which was based upon moving the project forward quickly in the planning phase and receiving the appropriate USDA approval and funding, would have allowed development work to begin in 2005 or 2006. However, after reviewing USDA design information, the collaborative system proposed by USDA was identified to not be responsive to the needs of the Montana WIC Program. Subsequently, Montana has made an effort to review and update the WIC system requirements in preparation for the eventual development of a new WIC system.

It is planned that the Montana WIC program will continue working on the planning phase expecting to begin development work in 2008 or 2009.

## **Commodity Allocation Tracking System (CATS):**

### **Deficiencies:**

The Food Distribution Program is supported by the United States Department of Agriculture, (USDA), and most of the software used by that program is provided through USDA. The software is specific to programs such as food distribution and inventory of resources. There is one program, however, that was developed by Advance Business Computing in 1991, which is called the CATS – Commodity Allocation Tracking System program. It was written in Foxbase 2.10 language, which is DOS-based and the original disk was a 1.2 mb floppy, which is now completely obsolete! This program is used to track incoming and outgoing commodities and is essential to the Food Distribution Program.

While this program has functioned over ten years without mishap, computer architecture has continued to move away from DOS-based programs towards Windows. It is unknown what the life cycle of this program can be stretched to before it fails.

### **Long Term Goals:**

There is currently no funding available to replace this program, but it should be identified as a potential replacement candidate under the 2008-2009 IT Plan or sooner if funding is made available. USDA is very interested in Montana upgrading this system; several requests have been made by the Regional Office for reports to be electronically submitted.

## **Public Health Partner Contact Management System:**

As part of its public health mission, the Public Health & Safety Division plans to pursue a significant expansion of the "Mailing\_Lists\_NT" application currently available to DPHHS and originally developed by TRW to promote efficient, non-duplicative, routine correspondence between the State-level and the larger public health community and local agencies associated with State-level public health programs. Current plans call for the back-end of the DPHHS "Mailing\_Lists\_NT" application to serve as the back-end for a new web-enabled contact management system serving the Division's public health staff. Ideally, the functionality of the client-server interface will be duplicated and substantially expanded by the development of a web-enabled end-user interface. Developing this type of interface will allow greater flexibility as the Division moves forward with its plans to improve the management of the organizationally divided State and local public health enterprise. The use of a web interface, may, at some future point, permit local public health agencies to more actively manage their own contact information, shifting the burden away from the Department/ Division.

The current situation has substantial deficiencies. At the present time, each public health program maintains its own unique contact lists with a great deal of overlap between many of these lists. A great deal of staff time and, consequently, organizational efficiency is sacrificed as each public health program attempts to maintain, share and keep up-to-date multiple contact lists. Additionally, extra funding is spent on duplicate mailings that could be handled more efficiently in a single application. In accord with DPHHS Goal #3 - Objective 1 "For each system deficiency, find a new technology solution to increase efficiency", a unified contact management system would support more efficient utilization of staff time and organizational resources. The system will be revised, with the goal of also moving beyond the capacity of printing mailing labels, and toward the objective of integrated contact management including new technologies like e-mail, fax, and other forms of contact notification coupled with MS Office integration. An initial consultation with a State of Montana approved MIS vendor has occurred. At this time, a high-level estimate of the development costs of the project is \$100,000. A detailed project implementation plan, to be developed subsequent to the approval of the initial development effort, will detail other rollout, implementation and maintenance costs associated with the project (e.g., conversion and import of existing "mailing label" systems, staff training, equipment, etc.).

## **Environmental Public Health Tracking System (EPHT) & National Electronic Disease Surveillance System (NEDSS)**

The EPHT project is responsible for developing a staged plan linking environmental hazard data with public health data on chronic diseases and birth defects. Partner agencies include the federal Centers for Disease Control & Prevention (CDC), DEQ, NRIS, EPA, ATSDR, and many other related groups. Representatives of State and local partner agencies currently participate on an EPHT Advisory Group as well as representative of advocacy groups and health care providers. County and Tribal Health Departments have become involved through eleven local environmental health needs assessments.

The project is currently developing a staged plan to enhance/develop/integrate surveillance systems. The EPHT project is in the process of identifying environmental and hazard databases that can be integrated to address environmental health concerns in Montana. Through collaborative efforts the project leaders will develop a staged plan for integrating data. Currently, an inventory of relevant environmental and public health databases is being created and a catalog of data that might be integrated will be produced. The inventory of relevant databases across multiple agencies will be completed by December 2004. Additionally, project management is also developing plans for small-scale data analysis projects that will test the feasibility of integrating specific data sets using existing environmental/human health data sources available from pre-existing Department systems (e.g., the Public Health Laboratory or the Tumor Registry) and other systems operated/maintained by external agencies. These data analysis projects will be initiated when the currently infrastructure inventory is completed in 2005 and finalized during the 2006 through 2007 biennial period. Experience developed during these small-scale data analysis projects will be generalized and used to support Division-wide recommendations for data standardization that will better support the comparability of various data sets. Moreover, a Northrop-Grumman study that is about to be issued will recommend the creation of an environmental/human health data warehouse that will rely extensively on the use of the NEDSS logical data model developed by CDC for the purpose of public health data storage and analysis. The development of the linked environmental/human health data warehouse will be initiated during 2007 and completed during the 2008 to 2009 time frame. Future goals include ongoing integration of environmental and public health databases to inform decisions about environmental health concerns, web-based access to de-identified data with use of GIS technology to display information. Creating an active data warehouse and implementing the NEDSS logical data model will provide epidemiologists with information that will illuminate future efforts to protect the health of the public from possible harmful environmental exposures

## **Public Health Information Network (PHIN)**

The previous 2004-2005 strategic plan characterized the HAN (Health Alert Network) application architecture, which is now available to 96% of local public health agencies in Montana, and introduced the NEDSS (National Electronic Disease Surveillance System) conceptual data model. The Public Health Information Network (PHIN) is the next step in the evolution of these systems in association with the application architecture made possible under HAN. PHIN will be the extension of the real-time NEDSS disease reporting and outbreak detection concept using the "internet-based" HAN architecture and will represent the population-based or "public health" component of the larger standards-driven initiative the National Health Information Infrastructure (NHII).

EPHT (Environmental Public Health Tracking System) incorporates the NEDSS logical data model into an environmentally linked public health data warehouse. This will be the initial application of the NEDSS data model in Montana. Additional applications of the NEDSS data model to public health systems/practice will also impact Laboratory Systems and communicable disease surveillance systems. The federal NEDSS strategy provides for state implementation of the CDC-developed version of NEDSS or state-developed systems compatible with NEDSS. Two states have fully implemented the CDC NEDSS system and thirty other states, including Montana, have requested installation of the CDC-developed system. Implementation of the NEDSS base system in Montana is anticipated within the 2008-2009 biennial period. During the 2006 through 2007 time frame, and in association with the EPHT grant, the Public Health & Safety Division's existing systems, such as the Montana State Public Health Laboratory's Orchard data system will need to be re-evaluated and moved toward a system supporting standards-

based information storage and exchange capacities in a very deliberate fashion. NEDSS integrates the numerous existing disease detection and monitoring systems using a standards-based approach with standards for data, information architecture, security, and information technology. Use of standards is critical in ensuring that the public health enterprise uses technology more effectively and collaboratively. Reliance on a crosscutting framework is needed to better integrate these data streams for early detection of public health issues and emergencies. The Public Health Information Network (PHIN) provides this framework. Through defined data and vocabulary standards, the ability to interface with multiple commercial products to meet the needs of syndromic surveillance, including state-of-the-art analytic tools and geographic information system capacity is better ensured.

The federal Centers for Disease Control Prevention has also initiated the development of several Program Area Modules (PAMs) that will replace many of the Division's smaller public health applications. This will significantly serve DPHHS Goal #4 - "Minimize the redundant capture and storage of common information." The ultimate purpose of a NEDSS implementation is the electronic, real-time reporting of information for public health action. NEDSS will support direct electronic linkages with laboratory systems allowing medical information, such as laboratory diagnostic tests, to be shared electronically with public health officials as soon as a clinical laboratory processes a specimen related to a condition of public health importance. One module of the NEDSS system currently in Beta is a communicable disease outbreak investigation tool developed in the MS SQL Server platform and designed to transfer communicable disease information gathered in the field and stored on handheld devices using the PocketPC OS to an MS SQL Server database for analysis.

PHIN will be an evolving initiative supported almost exclusively by public health preparedness funds for syndromic and communicable disease surveillance. As the funds are entirely federal in origin it is not possible to predict their degree of availability from year to year. Systems implementation efforts will need to be scaled appropriately, according to the funding available from the federal level.

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## Section 4.2: Adding Objectives

Business Objective: [\[Click Here to Enter Data\]](#)

## Section 4.2: Adding Goals

❖ ❖ ❖

GOAL Number: [\[Click Here To Enter Data\]](#)

Goal Description: [\[Click Here To Enter Data\]](#)

Business Objective: [\[Click Here to Enter Data\]](#)

## Section 5.1: Adding Objective

IT Objective: [\[Click Here to Enter Data\]](#)

Measure: [\[Click Here to Enter Data\]](#)

## Section 5.1: Adding Goal

❖ ❖ ❖

AGENCY IT GOAL: (List each goal sequentially (Example: ITG1, ITG2, ITG3, etc.))

Double-Click for an Example

Agency Goal Number: [\[Click Here to Enter Data\]](#)

IT Goal Description: [\[Click Here To Enter Data\]](#)

What are the benefits & who are the beneficiaries?

[\[Click Here to Enter Data\]](#)

What agency business goals or requirements are supported by this IT goal or initiatives?

[\[Click Here to Enter Data\]](#)

Describe how this goal supports the state IT goals and initiatives.

[\[Click Here to Enter Data\]](#)

IT Objective: [\[Click Here to Enter Data\]](#)

Measure: [\[Click Here to Enter Data\]](#)

IT Objective: [\[Click Here to Enter Data\]](#)

Measure: [\[Click Here to Enter Data\]](#)

Double-Click to Add New Objective for This Goal

Double-Click to Add New Goal

## Section 8.1: Adding Initiative

INITIATIVE NUMBER: [\[Click Here to Enter Data\]](#)

Initiative Title & Description:

[\[Click Here to Enter Data\]](#)

## Section 9: Adding Full Text



### 9.1 INITIATIVE NUMBER, TITLES & EPP NUMBER

Initiative Number: \_\_\_\_\_ Title: \_\_\_\_\_

EPP Number (If Applicable) \_\_\_\_\_

### 9.2 ESTIMATED INITIATIVE COSTS

	FY 2004	FY 2005	FY 2006	FY 2007
Personal Services	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>
ITSD Contracted Services	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>
Other State Agency Contracted Services	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>
Outside Contracted Services	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>
Hardware	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>
Telecommunications	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>
Software	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>
Maintenance	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>	<b>DisplayText c</b>
Miscellaneous	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
Training	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>	<a href="#">[Click to Enter #]</a>
TOTAL	\$ 0.	\$ 0.	\$ 0.	\$ 0.

Update the "Total" calculation by selecting the field and then pressing F9

### 9.3 ACTIVITY TYPE

Place an "x" in the appropriate box. More than one box may be selected.

Maintenance of Existing Application or System

☐

- Major Enhancement to an Existing Application or System ☐
- Replacement of Existing Application or System ☐
- New Application or System ☐



## 9.4 ESTIMATED SCHEDULE (MONTH & YEAR)

Estimated Start: [\[Click Here to Enter Data\]](#) Month [\[Click Here to Enter Data\]](#) Year

Estimated End: [\[Click Here to Enter Data\]](#) Month [\[Click Here to Enter Data\]](#) Year

If this initiative will be continuous from the start date, place an "x" in the box. ☐

## 9.5 BUSINESS REQUIREMENT & INITIATIVE SCOPE

Describe the scope of the initiative and how the initiative supports the agency business goals or requirements from Section 4. The discussion may include capabilities to provide new services or capabilities to improve current services in support of the agency's mission, goals, and objectives.

Double-Click for an Example

[\[Click Here to Enter Data\]](#)

## 9.6 AGENCY IT GOALS & OBJECTIVES

Describe how the initiative will help the Agency to achieve the IT goals and objectives identified in this plan. List the IT goals from Section 5 supported by this initiative.

[\[Click Here to Enter Data\]](#)

## 9.7 TECHNICAL APPROACH

Describe the initiative's technical approach including a description of the hardware and software environment.

Double-Click for an Example

[\[Click Here to Enter Data\]](#)

- a. Describe primary computer and network hardware that will be allocated to this initiative. Where will the servers be located (city and building)?

Double-Click for an Example

[\[Click Here to Enter Data\]](#)

- b. Describe the primary IT software (i.e., OSs, databases, etc.) applications to support this initiative.

Double-Click for an Example

[\[Click Here to Enter Data\]](#)

- c. Describe any intra-agency or inter-agency services the Agency will require to support this initiative.

Double-Click for an Example

[\[Click Here to Enter Data\]](#)

- d. Describe any consulting contracts and outsourced professional services needed to implement and support this initiative.

Double-Click for an Example

[\[Click Here to Enter Data\]](#)

- e. Identify any Internet or Web Services, telephony or other access methods needed in order to implement this initiative or provide service.

Double-Click for an Example

[\[Click Here to Enter Data\]](#)

## 9.8 RISKS

Describe any known considerations or contingencies, major risks, and the implications of not attaining this IT initiative. Exclude any risks discussed in Section 5.

[\[Click Here to Enter Data\]](#)